

SURVEY OF VETERANS' SATISFACTION WITH THE VA VOCATIONAL REHABILITATION AND EMPLOYMENT PROGRAM

EMPLOYMENT SERVICES PHASE

1999 Results

National Summary



Surveys and Research Staff
Data Management Office
Veterans Benefits Administration

March 2000

Table of Contents

2

■ Acknowledgements.....	3
■ Executive Summary	
– A: Survey Objectives.....	5
– B: Survey Development.....	7
– C: Sample Selection.....	8
– D: Report Highlights.....	9
■ Respondent Characteristics.....	12
■ Survey Findings	
– A: Background Information About Respondents' Vocational Rehabilitation Program.....	14
– B: Knowledge and Use of Employment Services.....	19
– C: Contact With Counselor.....	25
– D: Current Employment Status.....	38
– E: Access to the VR&E Program.....	45
– G: Current Status in the VR&E Program.....	49
■ Overall Program Impressions	53
■ Appendices.....	70
– A: Questionnaire and Mailing Materials	
– B: Survey Methodology	

Acknowledgements

3

■ **This information was collected and analyzed under the direction of the:**

U.S. Department of Veteran Affairs
Veterans Benefits Administration
Data Management Office
Surveys and Research Staff (245)
Washington, DC 20420

■ **Questions or comments should be directed to:**

Lynne R. Heltman, M.A., Director
Surveys and Research Staff (245)
Veterans Benefits Administration
810 Vermont Avenue N.W.
Washington, DC 20420
Phone: (202) 273-5440 FAX: (202) 275-5947
email: ormlhelt@vba.va.gov

■ **Intranet Address (VA);**

<http://vbaw.vba.va.gov/bl/20/cfo/surv/srsindex.html>

■ **Internet Address;**

<http://www.vba.va.gov/surveys/>

■ **In conjunction with:**

Caliber Associates
10530 Rosehaven Street
Suite 400
Fairfax, VA 22030

■ **Or to other Surveys and Research Staff members:**

Mike Angell, (202) 273-6783
Jack Frost, (202) 273-6707
Helen T. Granito, (202) 273-6957
Missie Vaccaro, (202) 273-7452
Ronda Britt, M.A., (202) 273-6425

Executive Summary

- To measure veterans' satisfaction with the Vocational Rehabilitation and Employment (VR&E) program at both the national and VBA Service Delivery Network (SDN) level.
- To identify areas of the VR&E program which are most satisfying to veterans, areas of the VR&E program which are least satisfying to veterans, and areas of the VR&E program which are in greatest need of improvement.
- To determine where improvements to the VR&E program will have the greatest impact on veterans' satisfaction.
- To determine program variations that affect veterans' satisfaction.
- To create performance measures, including measures of customer service, through a strategic planning process, as required by the Government Performance and Results Act (GPRA) passed and signed into law in August of 1993.
- To establish an explicit goal for the quality of service that is "equal to the best in business" as described in President Clinton's Executive Order 12862, Setting Customer Service Standards, issued in September 1993. This order was aimed at "ensuring that the Federal Government provides the highest quality of service possible to the American people."

- To provide data for the purpose of monitoring VBA's performance against its customer service standards and driving Service Delivery Network (SDN) and regional office improvements in customer service.
- To provide much-needed customer measures for evaluating VR&E's ongoing business process reengineering (BPR), case management, and related initiatives. Information from this survey will also be used to populate VR&E's balanced scorecard.

- As part of this project, VBA's Surveys and Research Staff held a series of focus groups with veterans and front-line employees to gather information relevant to customer satisfaction issues.
- From the focus group data, three surveys were developed to assess customer satisfaction at three phases of the program: evaluation and planning, training and education, and employment services.
- The original VR&E surveys, designed by the VBA, were pretested from June to August 1999. Pretest reports for the three phases of the program were developed to summarize the pretest findings, to examine the skip patterns, and to analyze the verbatim responses.
- Using the information provided in the pretest reports, the VBA Surveys and Research Staff and Caliber Associates modified the three questionnaires. The final Employment Services questionnaire and mailing materials appear in Appendix A.
- Data for this report were collected during November 1999, December 1999, and January 2000 by Caliber Associates to assess three phases of the program: evaluation and planning, training and education, and employment services. The Office of Management and Budget approval was obtained for each survey by the Veterans Benefits Administration. The date on the reports is December 1999, which reflects the midpoint of the data collection period.

- A random sample of approximately 4,950 veterans, distributed across nine VBA Service Delivery Networks (SDN), were sent the Employment Services questionnaire. A Spanish language version of the survey was provided to veterans residing in Puerto Rico.
- The sample of respondents who received the Employment Services questionnaire were in the employment phase of their program or were deemed rehabilitated within the past four months. This included those who interrupted or discontinued the program at any time between the period the sample was drawn and data collection was complete. A total of 7,710 persons were in the phase when the sample was drawn.
- A total of 4,950 questionnaires were sent to the nine Service Delivery Networks. The sample was drawn proportionate to the number of cases within each Regional Office. The sample was not designed to yield data for any one regional office, only for the nine SDNs, which comprise the national total.
- A total of 3,050 respondents completed the **Employment Services** questionnaire for an overall response rate of 63.1 percent.
- A more detailed discussion of the survey methodology appears in Appendix B.

■ **Demographics:**

- Most respondents were male (83.4 percent), averaging 43.3 years of age.

■ **Background Information About the Vocational Rehabilitation Program:**

- Respondents indicated the most common length of time since the educational/training phase of their vocational rehabilitation plan of service was completed was six months to one year, in which 44.2 percent of respondents indicated that length.
- Respondents most frequently reported that a counselor under contract with the VA was their primary counselor during their job search, with 47.3 percent of respondents indicating this response. 36.4 percent of respondents indicated a VA staff counselor, and 6.0 percent of respondents indicated that a Disabled Veterans Outreach Program (DVOP) counselor was their primary counselor during their job search.
- 74.9 percent of respondents said they were very or somewhat satisfied with the occupational/vocational goal selected by themselves and the counselor.

■ **Knowledge and Use of Employment Services:**

- The most common types of employment services were job hunting strategies (48.6 percent) and resume preparation and development (44.1 percent).

■ Knowledge and Use of Employment Services (continued):

- The most frequently reported employment opportunities and referrals counselors provided were referrals to state rehabilitation and employment agencies (35.1 percent), referrals to potential employers (30.7 percent), and references to an electronic job bank on the Internet (28.7 percent).
- Other than their counselor, respondents most frequently reported using newspapers/help-wanted advertisements (66.4 percent) and Internet job searches (56.0 percent) as additional sources of employment information.

■ Contact with the Counselor

- 79.4 percent of respondents indicated the number and length of their in-person meetings with their counselor were adequate.
- 78.5 percent of respondents said the location and 84.1 percent said the scheduled time of in-person meetings were very or somewhat convenient.
- 69.7 percent of respondents indicated their counselor fully addresses their questions, concerns, or complaints.

■ Current Employment Status

- The most frequently reported length of time between respondents' completion of the educational/vocational phase of their program and the start of employment was less than one month: 19.7 percent indicated that length. 19.8 percent started their current job before completing the educational/training phase.
- 63.7 percent of respondents felt that the length of time it took to find a job was very or somewhat reasonable.
- Of those that needed help, 38.5 percent of respondents said their employment specialist or counselor was very or generally helpful in helping them find their current job.

■ Access to the VR&E Program

- 66.8 percent of respondents indicated it was very or somewhat easy to obtain information from the program.

■ Current Status in the VR&E Program

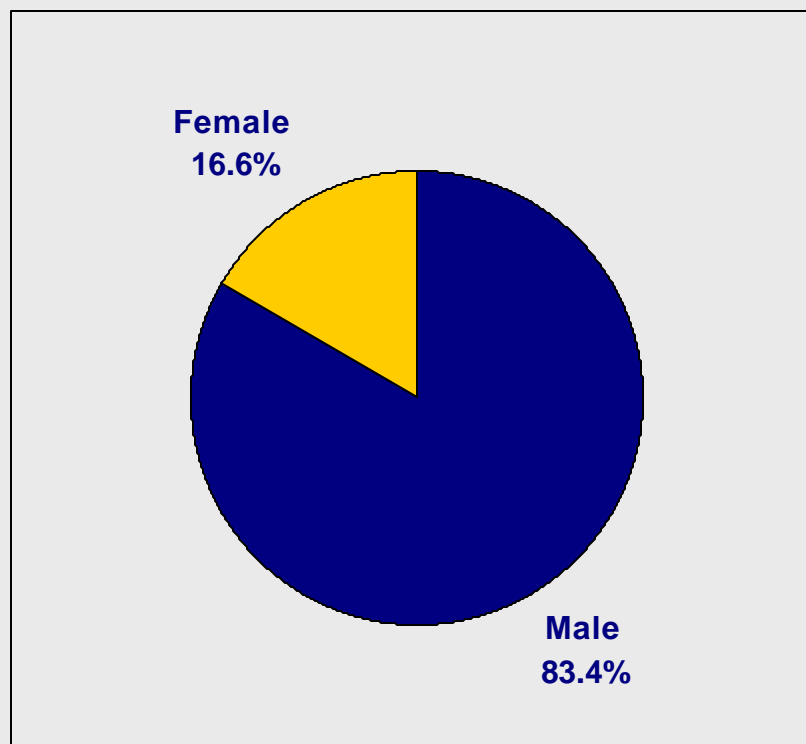
- 69.1 percent of respondents had completed the program and 15.7 percent were currently pursuing the program. Voluntarily, 4.4 percent withdrew from the program and 6.1 percent interrupted their program. At the request of the VA, 2.5 percent withdrew from the program and 2.2 percent interrupted their program.

■ Overall Program Impressions

- 47.8 percent of respondents indicated their experience with the VA's VR&E program was much better or better than expected.
- 53.2 percent of respondents indicated their career goals were raised and 31.8 percent of respondents indicated their career goals were met as a result of their interaction with the VR&E program.
- 57.0 percent of respondents indicated that their career goals were more realistic as a result of the program.
- Respondents indicated that the most helpful VR&E services were payment of tuition, fees, books, supplies, and/or monthly subsistence (80.9 percent) and education/training (57.3 percent).
- Overall, 69.2 percent of respondents said they were very or somewhat satisfied with the VR&E program.
- 90.1 percent of respondents would recommend this program to other disabled veterans.

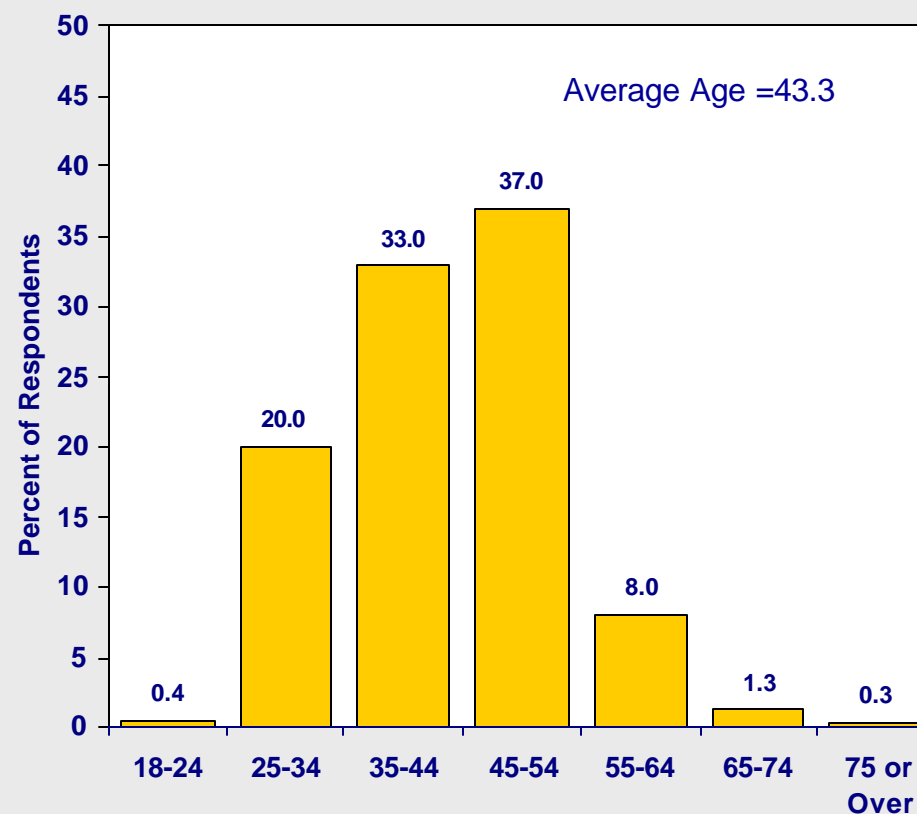
Respondent Characteristics

Gender Distribution



Valid n=3,050

Age Distribution (in years)



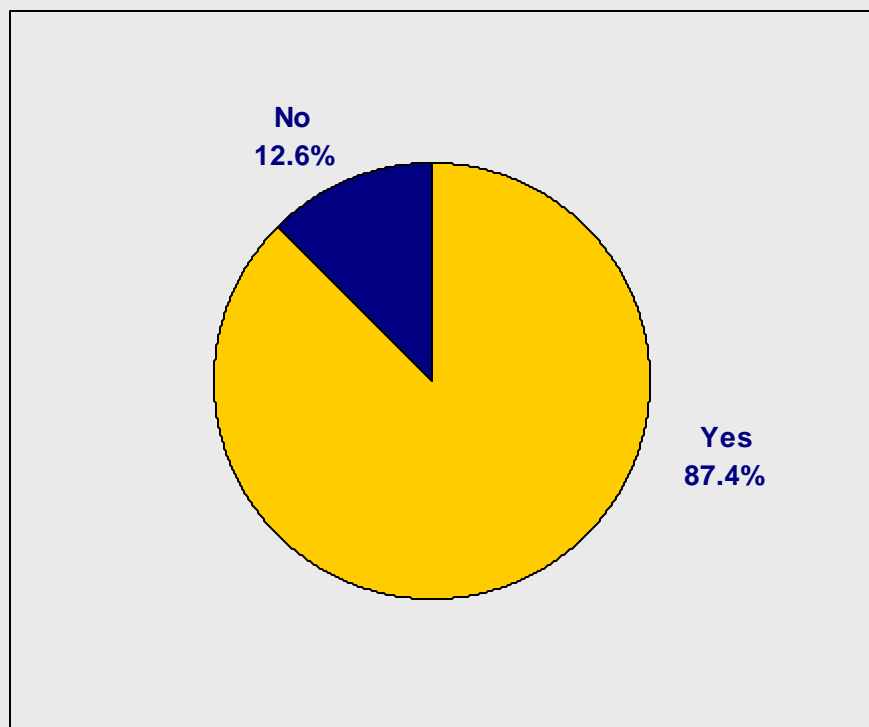
Valid n=3,050

Survey Findings:
Background Information About Respondents'
Vocational Rehabilitation Program

Background Information About Respondents' Program

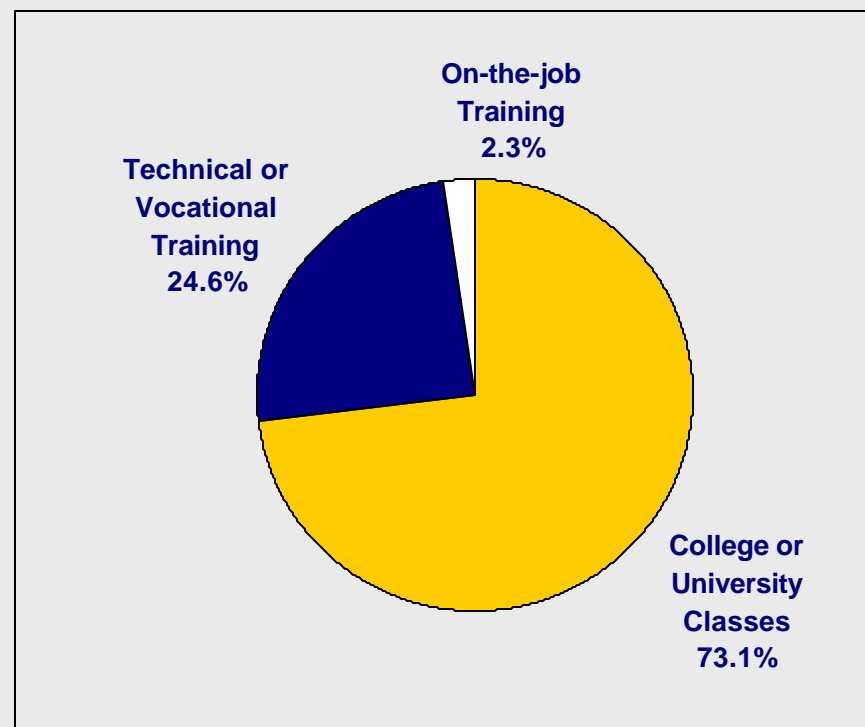
15

Question 1:
Did your vocational rehabilitation program include an education/training phase?



Valid n=2,719

Question 2:
What type of education/training was this?

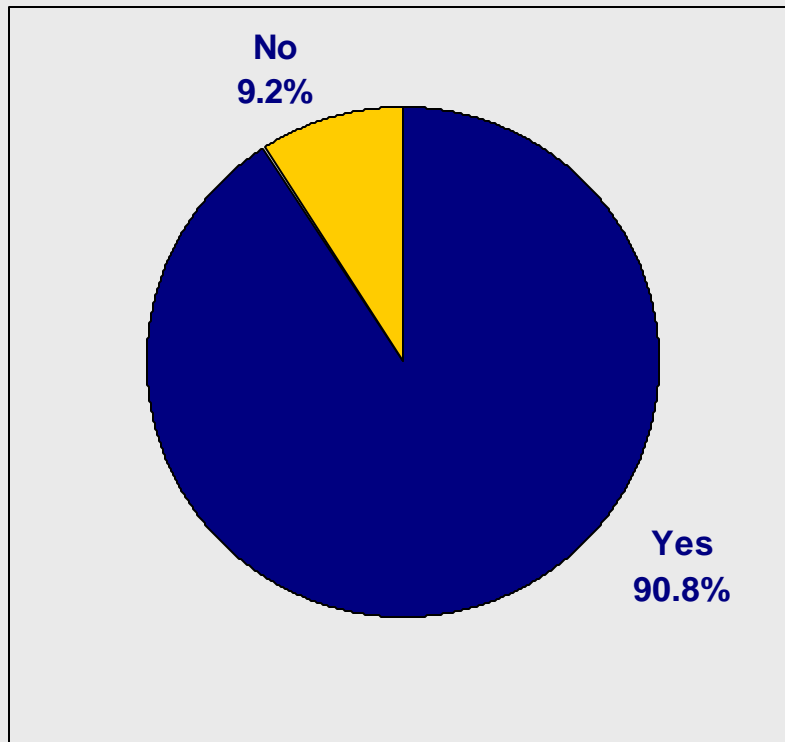


Valid n=2,340

Background Information About Respondents' Program

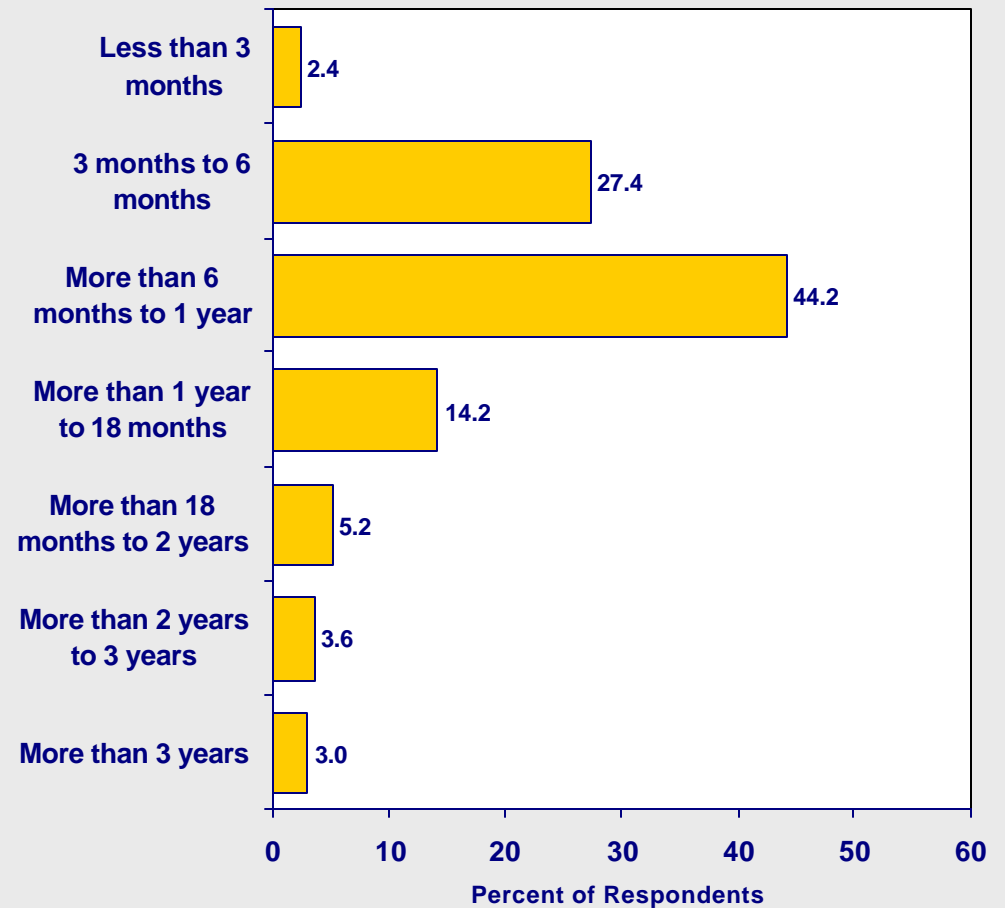
16

Question 3:
Have you completed the
education/training phase of your
program?



Valid n=2,379

Question 4:
How long has it been since you completed the
educational/training phase of your vocational
rehabilitation program?



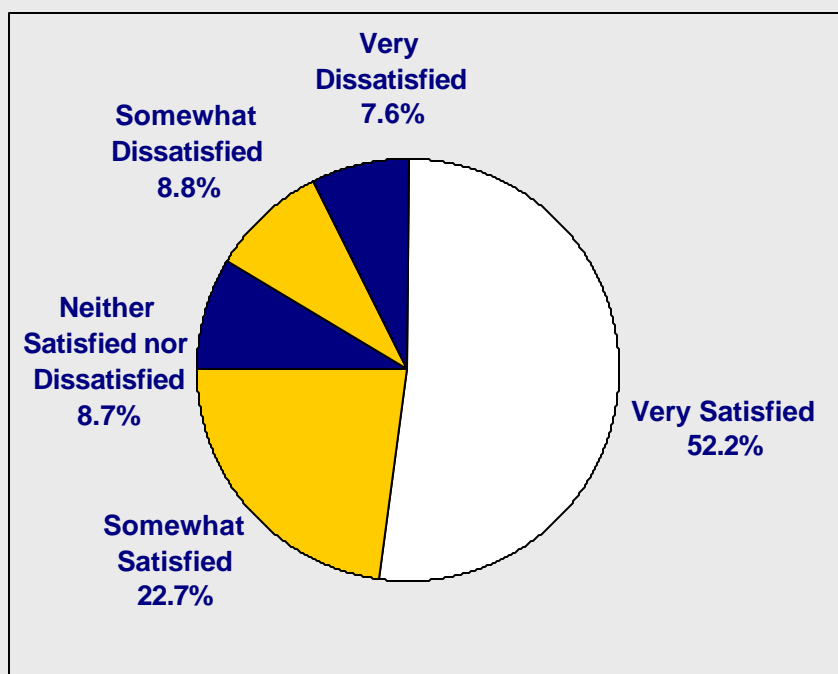
Valid n=2,159

Background Information About Respondents' Program

17

Question 5:

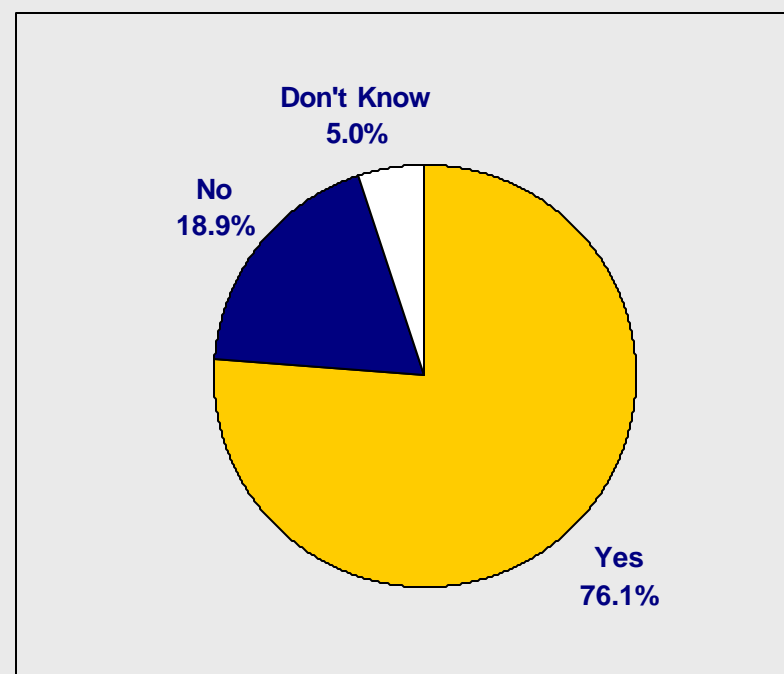
How satisfied are you with the occupational/vocational goal you and your counselor selected during the planning phase of your program?



Valid n=2,711

Question 6:

Did (do) you have an employment services specialist or counselor assigned to you during the employment services (job search) phase of your program?



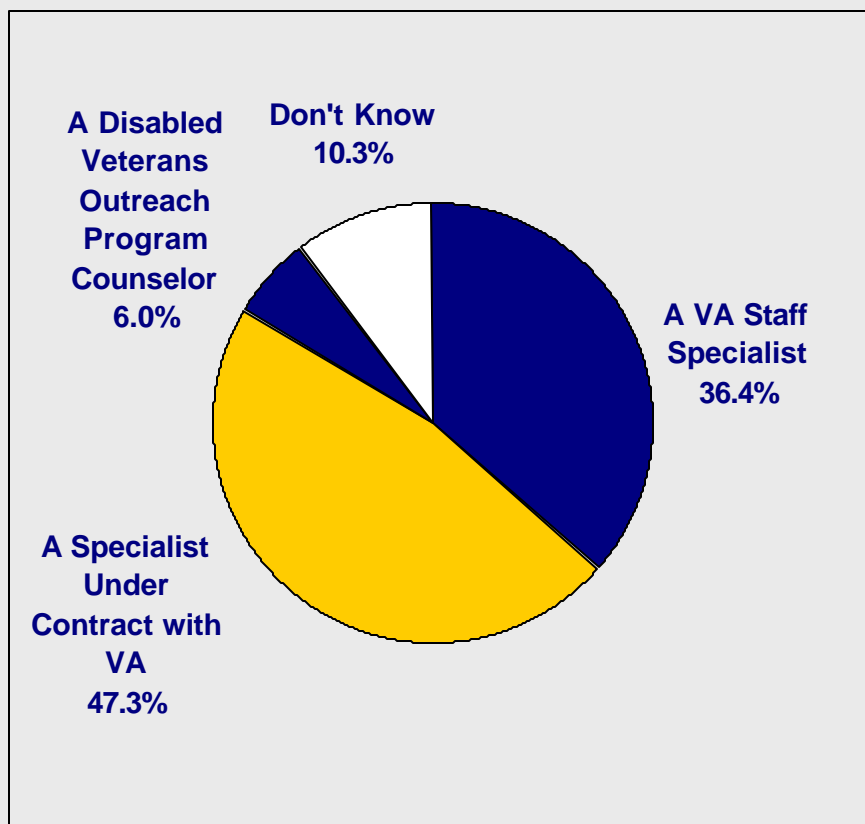
Valid n=2,713

Background Information About Respondents' Program

18

Question 7:

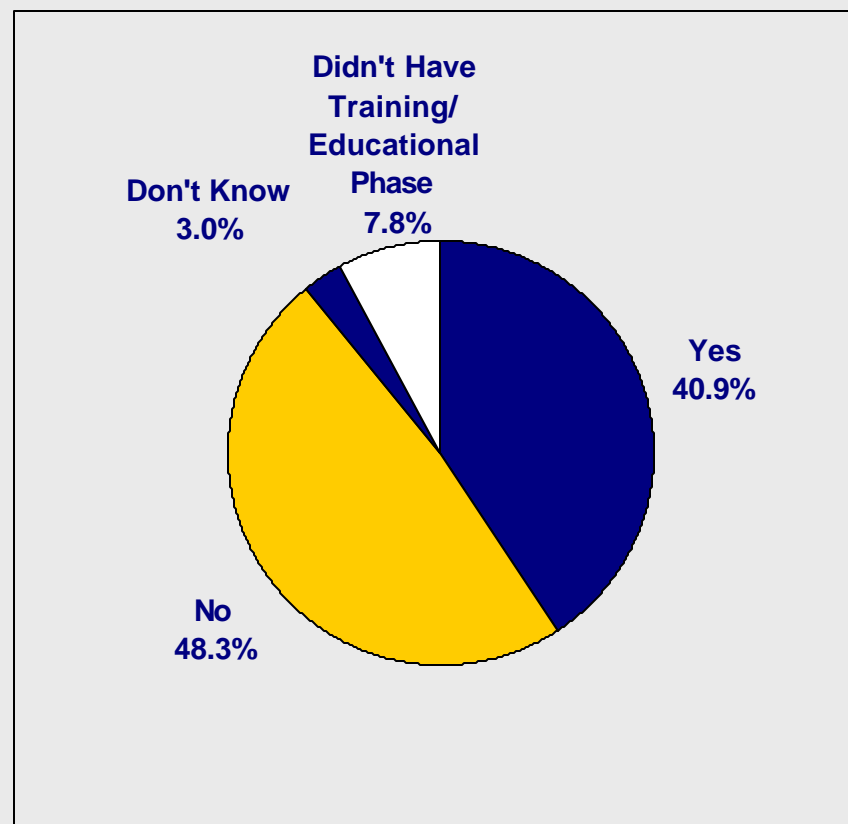
Who is (was) your primary specialist or counselor assigned during your job search?



Valid n=2,026

Question 8:

Is this the same specialist/counselor who was assigned to you during the training or educational phase of your program?

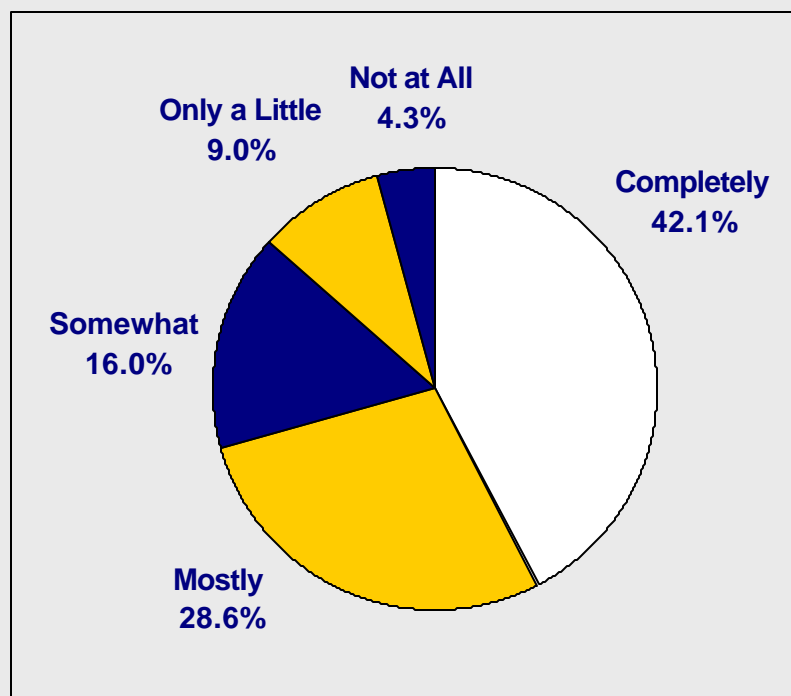


Valid n=1,923

Survey Findings:
Knowledge and Use of Employment Services

Question 9:

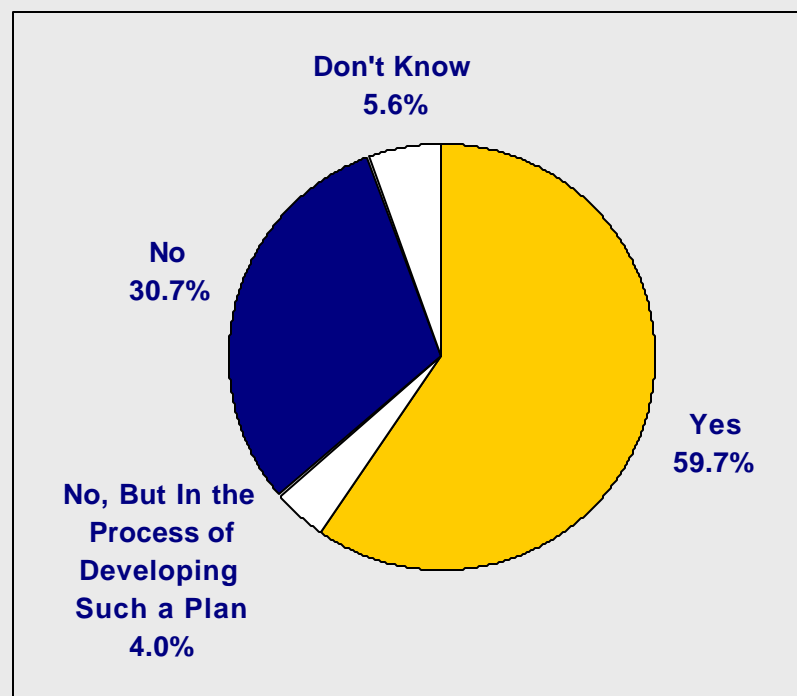
How completely did your counselor explain all the benefits and services available to you during the employment services phase of your program?



Valid n=1,934

Question 10:

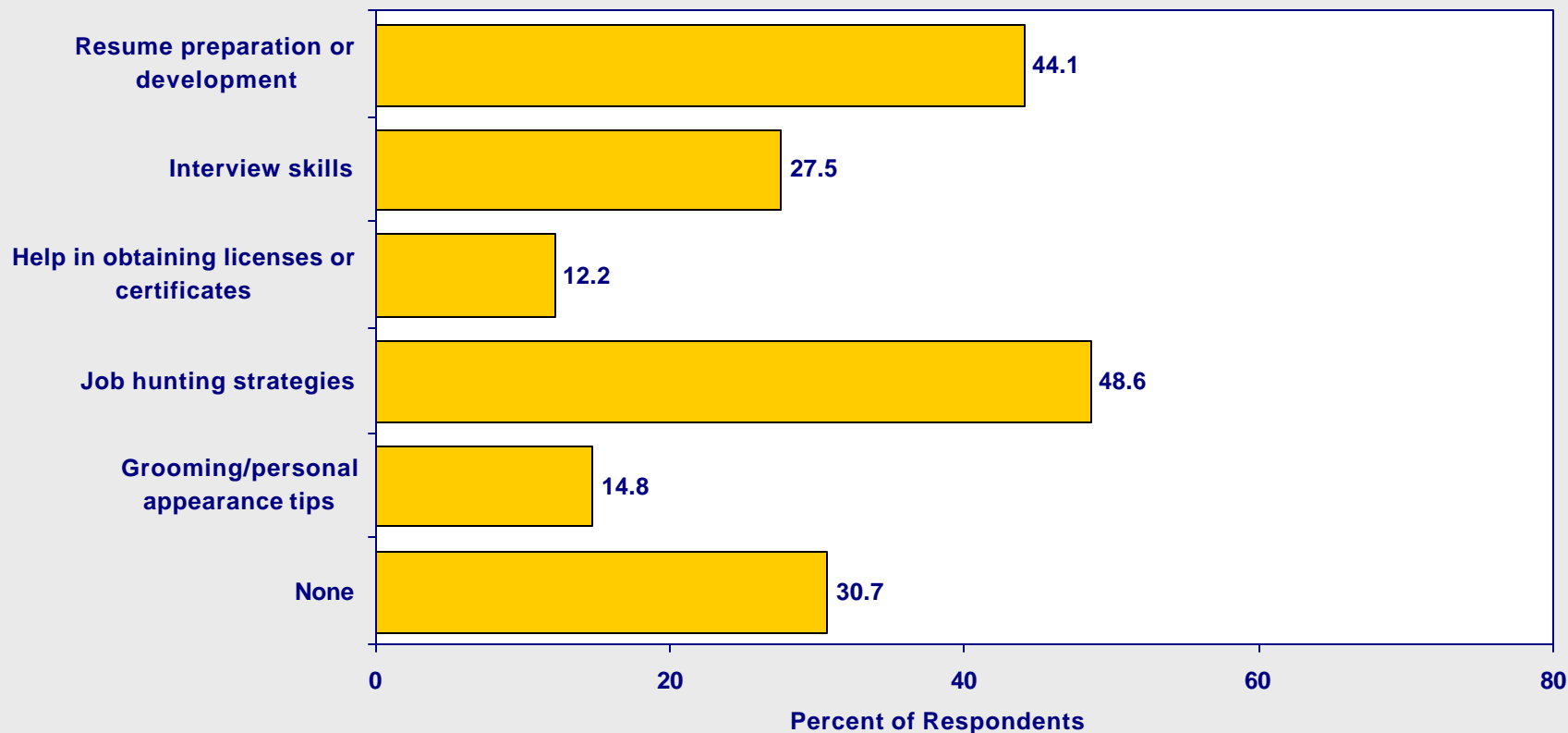
Have you and your counselor developed a plan (Individualized Employment Assistance Plan) to guide you in your job search?



Valid n=1,936

Question 11:

Which of the following types of employment services has your counselor provided?

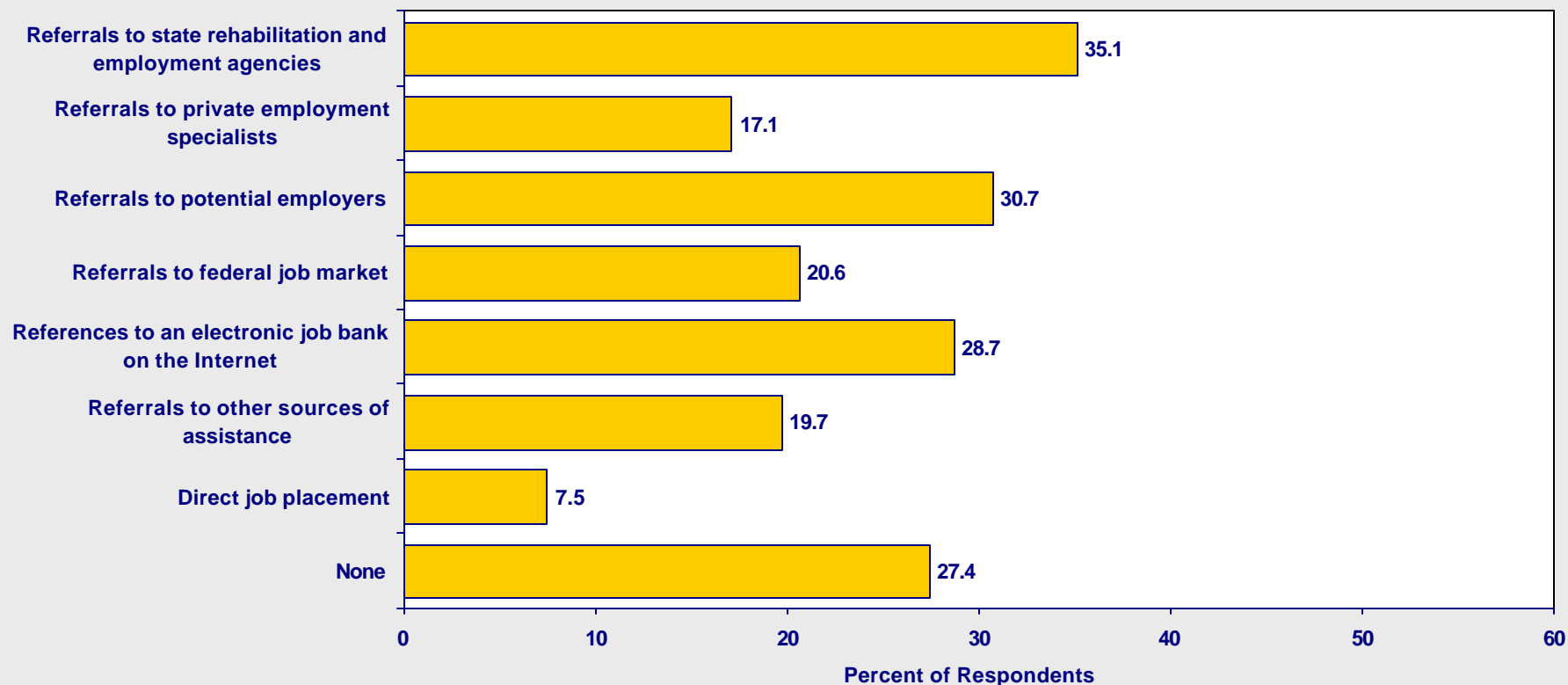


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=1,932

Question 12:

Which of the following potential employment opportunities or referrals has your counselor provided?

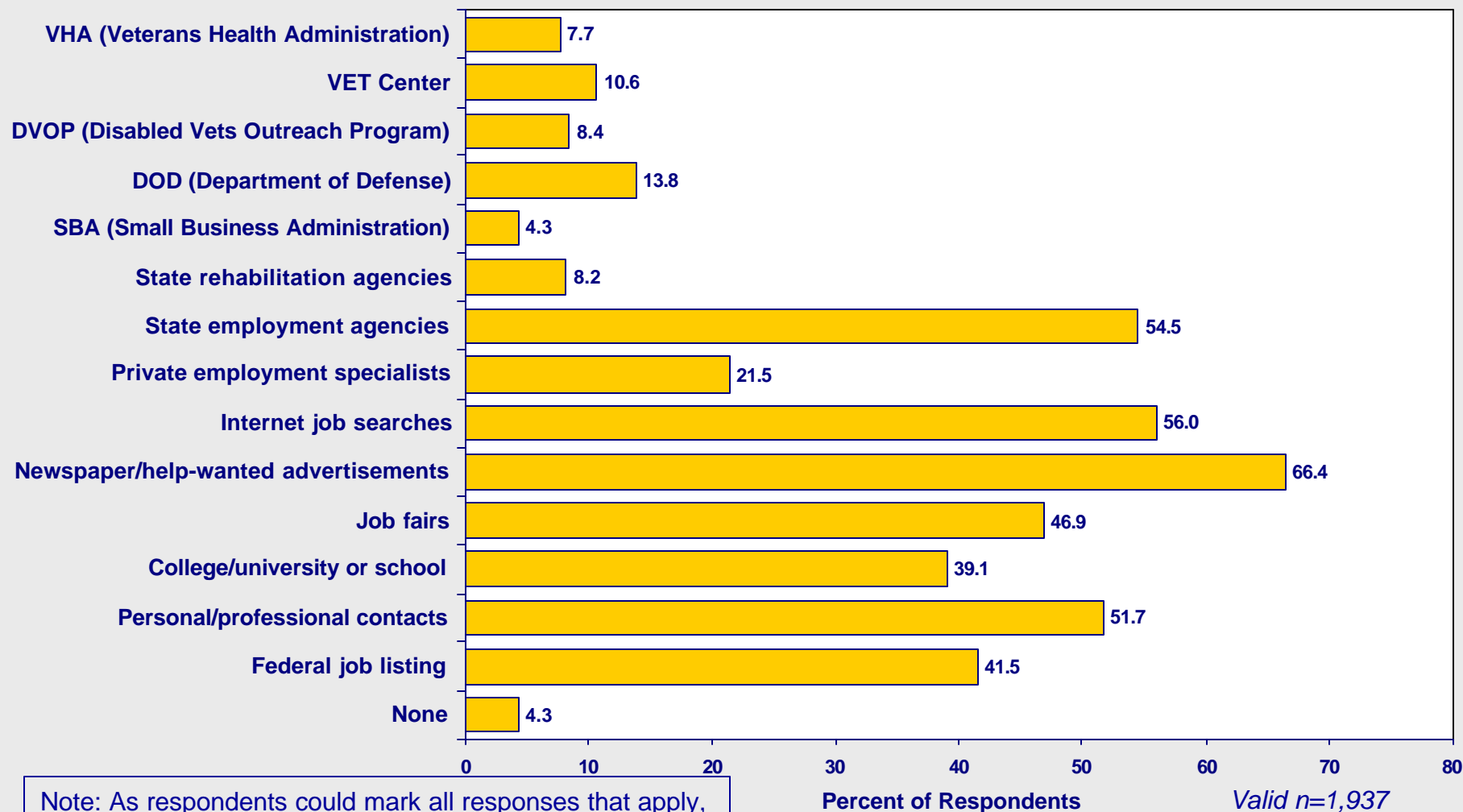


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=1,919

Question 13:

Other than your counselor, which other sources of employment information have you used?



Knowledge and Use of Employment Services

24

Questions 14-25:

☐ Strongly Agree ☐ Agree ☐ Neither ☐ Disagree ☐ Strongly Disagree

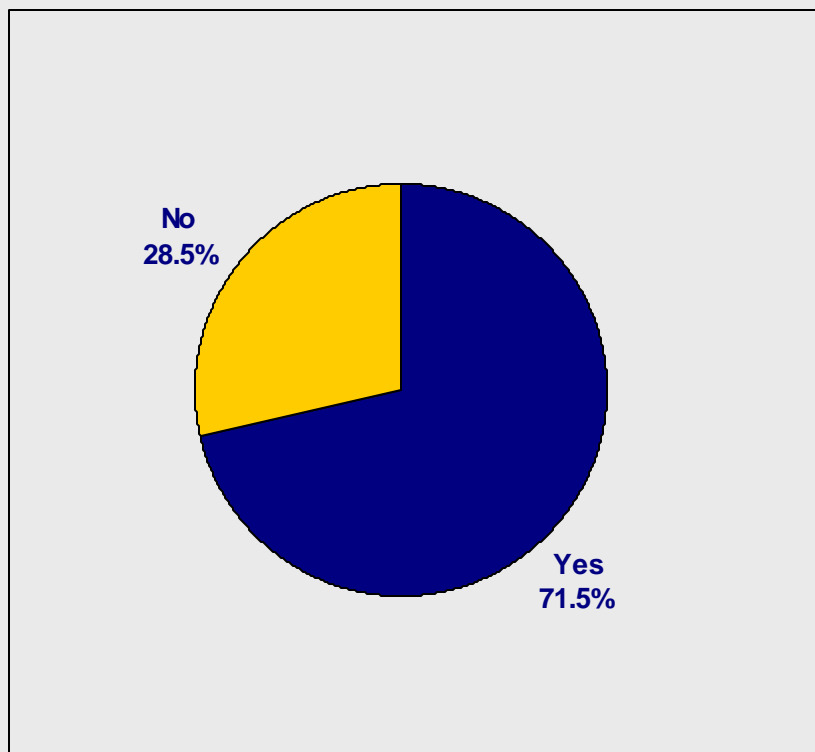
Q14: Your counselor gives you good information and advice.	30.5	38.9	16.9	7.2	6.5
Q15: Your counselor is knowledgeable regarding job search methods and techniques.	27.7	37.8	22.9	6.9	4.7
Q16: Your counselor is knowledgeable regarding employment markets.	23.1	34	28	9.1	5.8
Q17: Your counselor has provided assistance according to your individual needs.	28.5	32.1	17.8	12.2	9.4
Q18: Your counselor understands your vocational goals.	32.1	35.7	15.3	9.4	7.5
Q19: Your counselor shows a caring and compassionate attitude toward you.	38.2	33	16.6	5.5	6.7
Q20: Your counselor listens to your needs and concerns.	35.8	36.8	14.7	6.9	5.8
Q21: Your counselor has a communication style that is easy to understand.	35.7	38.7	15.3	5.5	4.8
Q22: Your counselor is flexible.	30.8	35.3	21.2	7.3	5.4
Q23: Your counselor is resourceful.	27.8	32	25.4	8.2	6.6
Q24: Your counselor is available when needed.	24.5	36.9	20.9	10	7.7
Q25: Your counselor is concerned about the quality of your job placement.	29	30.2	21.3	9.7	9.8

Note: Responses of "Not Applicable" are not included in the analysis.

Percent of Respondents

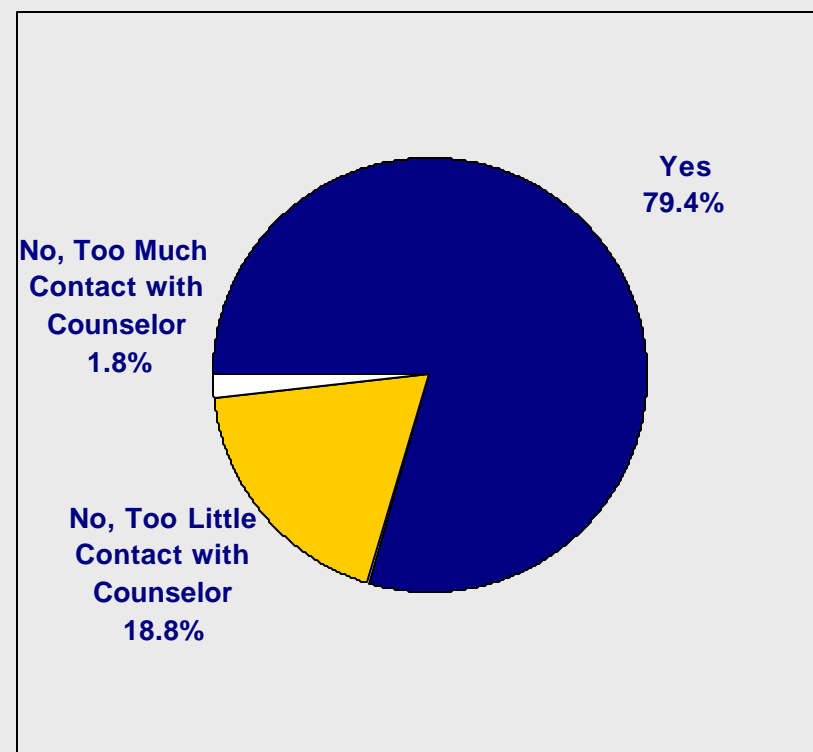
Survey Findings: Contact With Counselor

Question 26:
Do you have scheduled in-person meetings with your counselor?



Valid n=1,924

Question 27:
Are the number and length of these sessions adequate to meet your counseling needs?

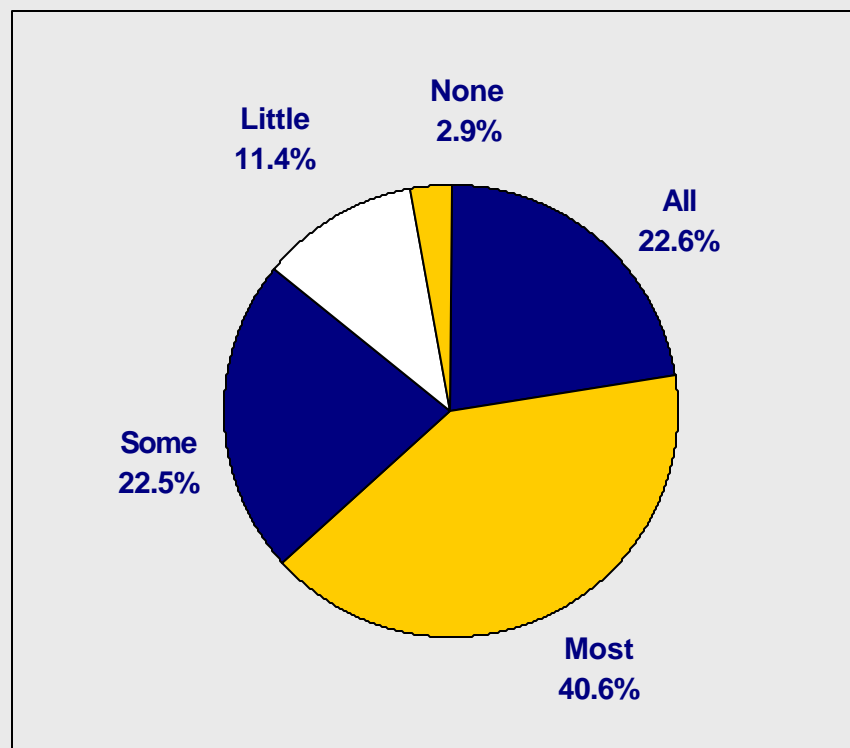


Valid n=1,363

Contact With Counselor

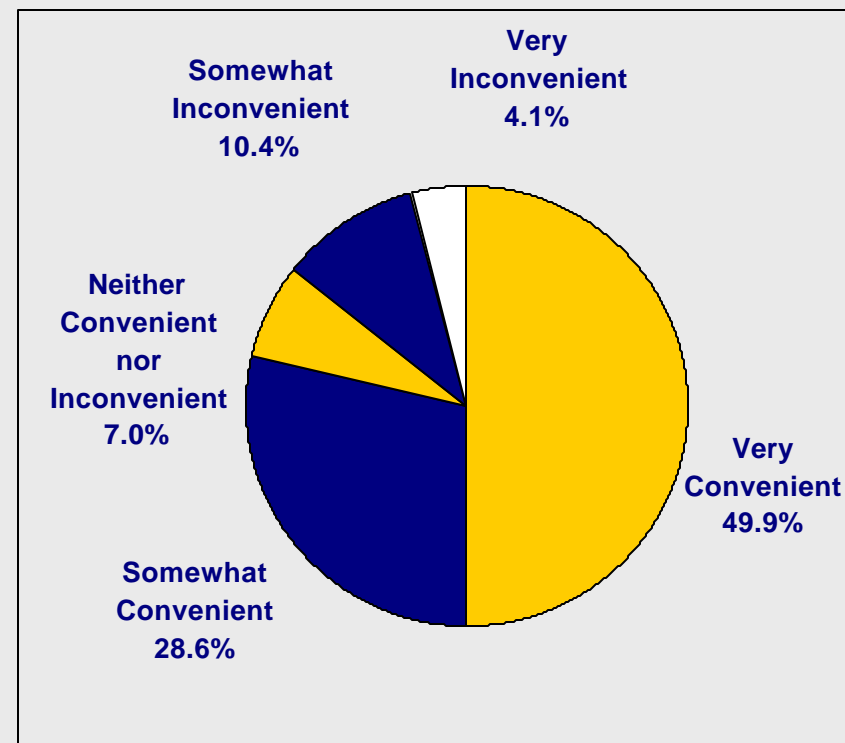
27

Question 28:
In general, how much of what you **NEEDED TO KNOW** did you get from these meetings?



Valid n=1,367

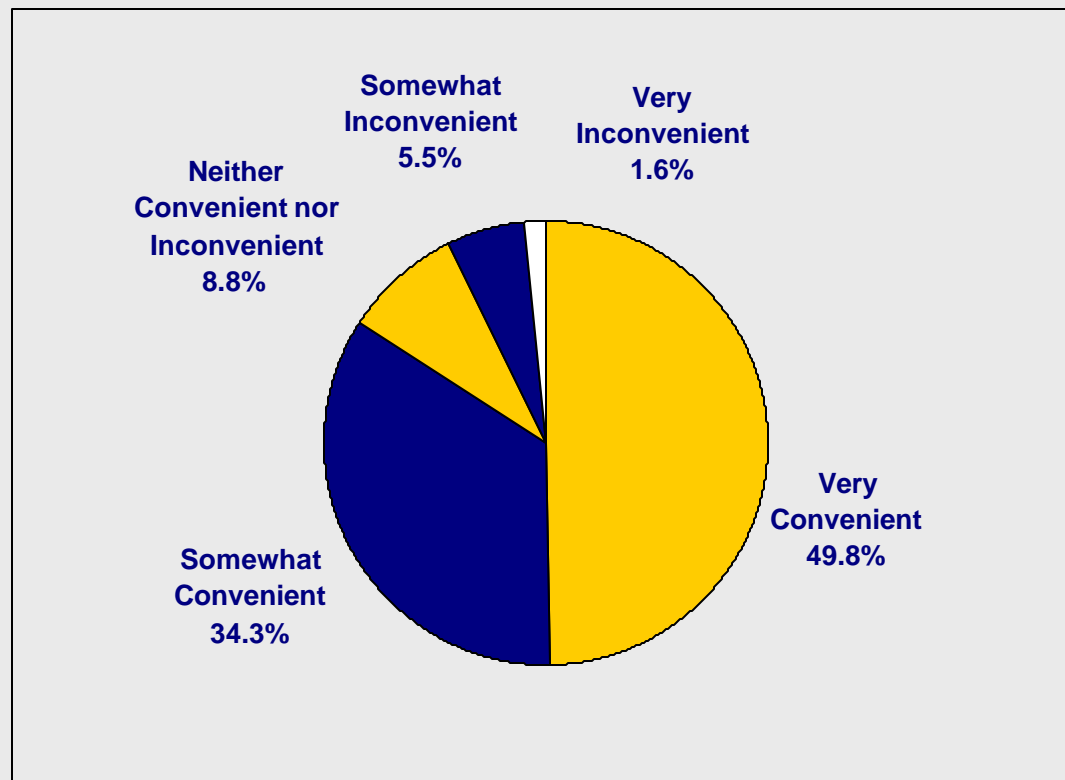
Question 29:
How convenient is the **LOCATION** where these meetings are held?



Valid n=1,370

Question 30:

In general, how convenient is the TIME scheduled for these meetings?



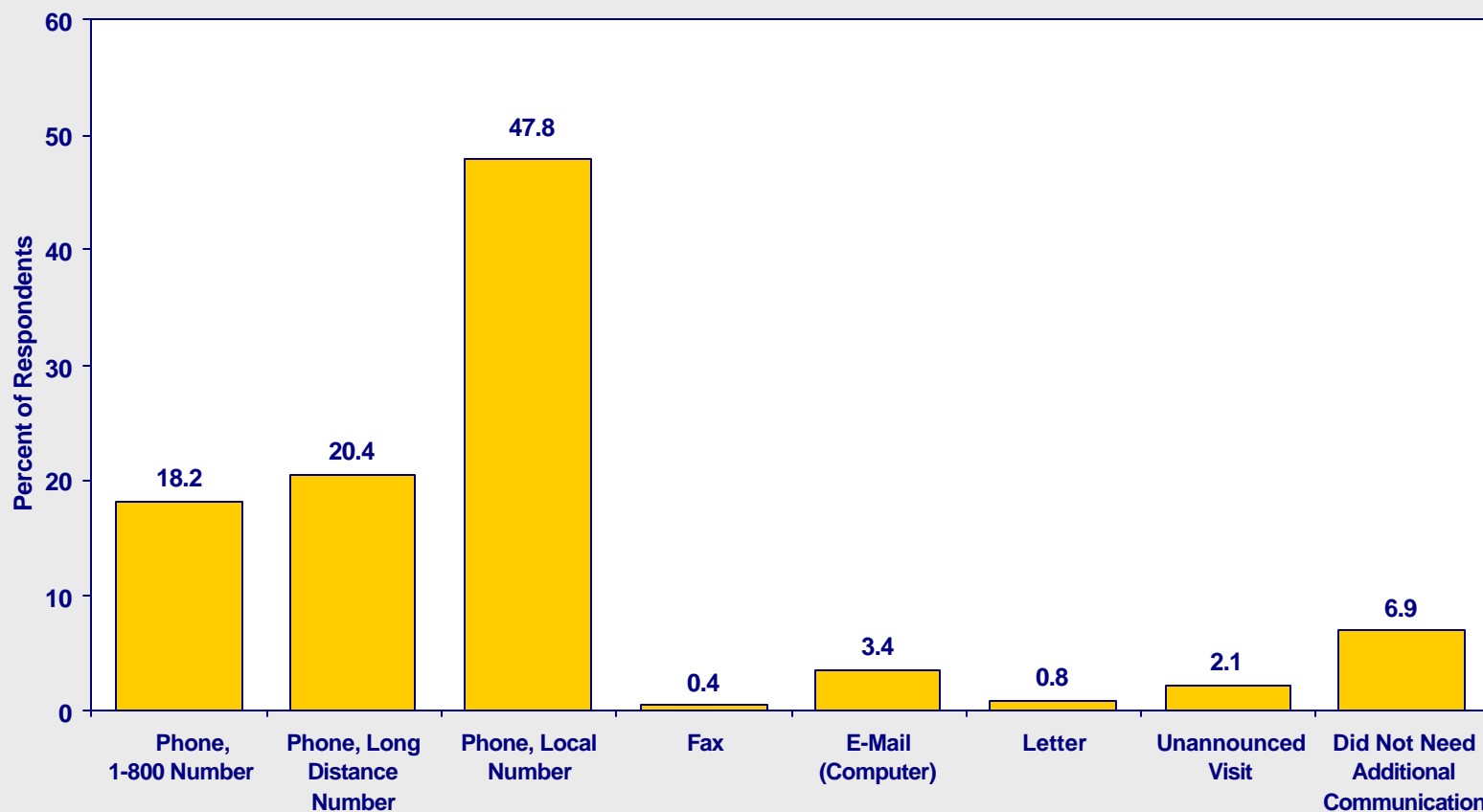
Valid n=1,369

Contact With Counselor

29

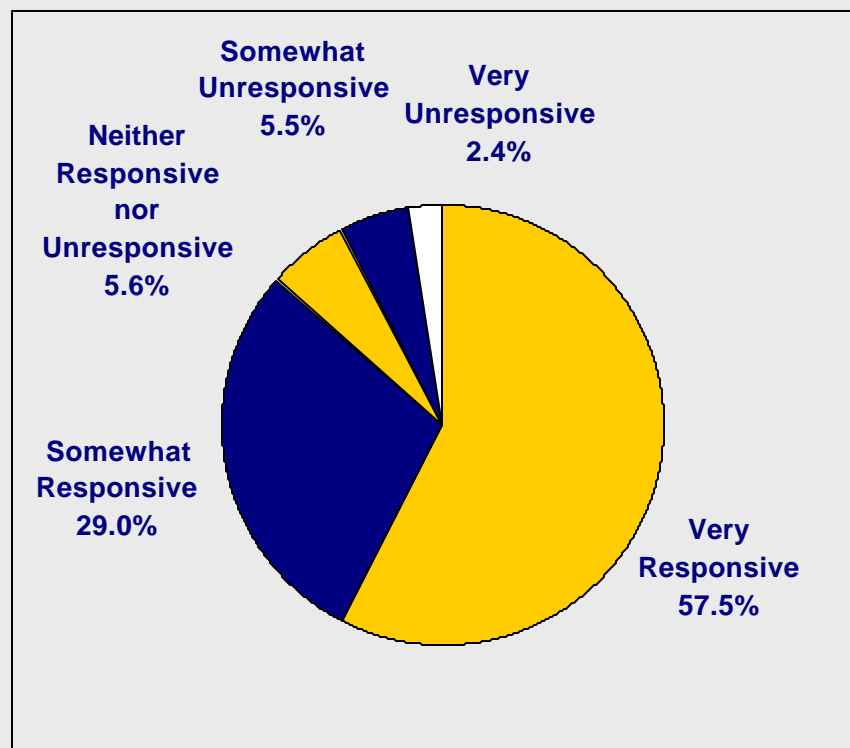
Question 31:

Aside from scheduled visits, what is the PRIMARY method you use to contact your counselor?



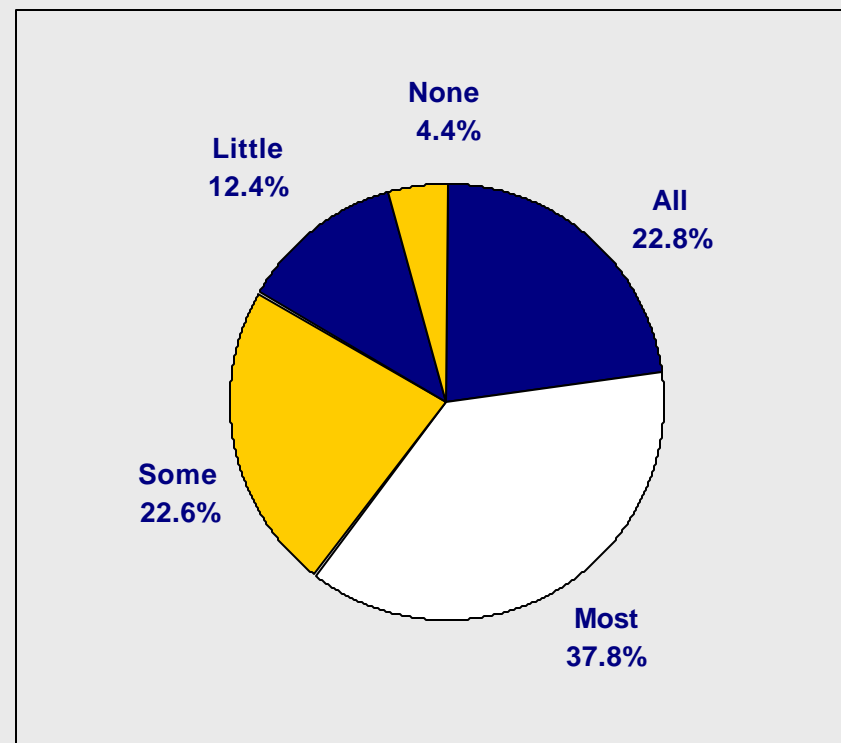
Valid n=1,639

Question 32:
How responsive was your counselor to your contact through this method?



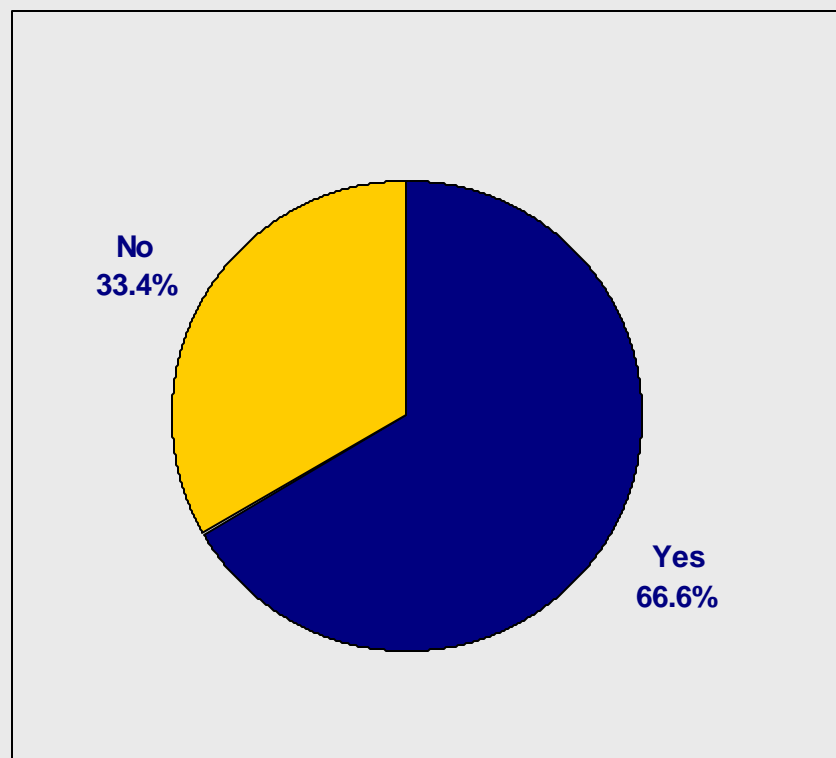
Valid n=1,800

Question 33:
In general, how much of what you NEEDED TO KNOW did you get from this method of contact?



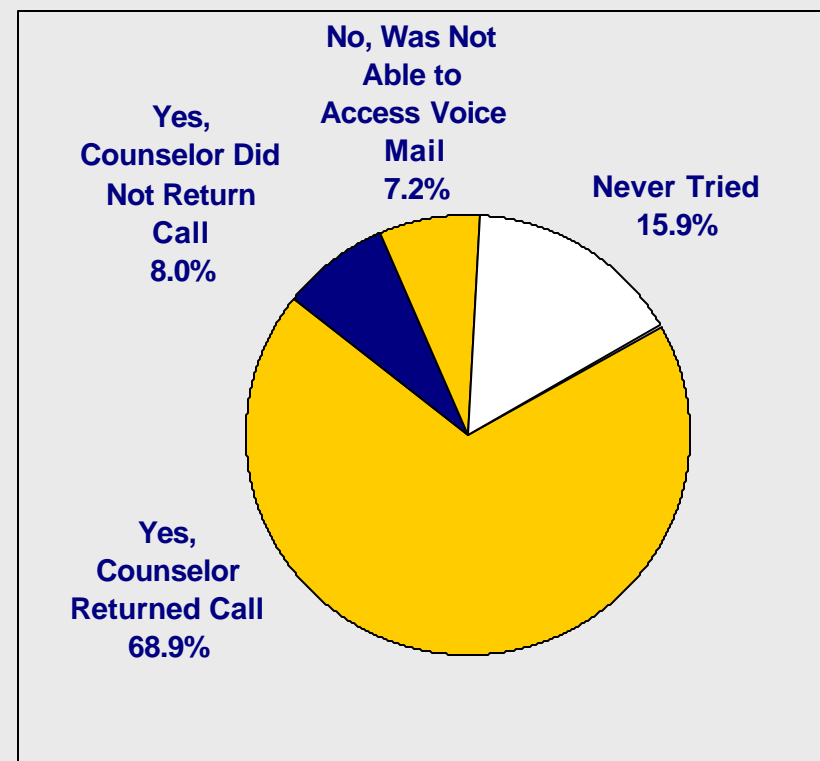
Valid n=1,798

Question 34:
Were you generally able to get the information you needed on the first call or contact?



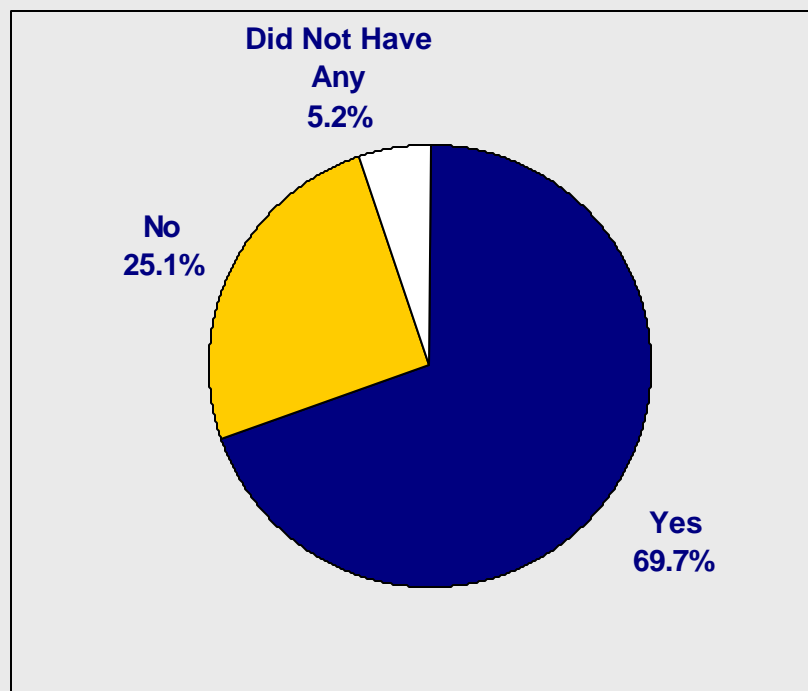
Valid n=1,794

Question 35:
Were you able to access voice mail in order to leave your counselor a message?



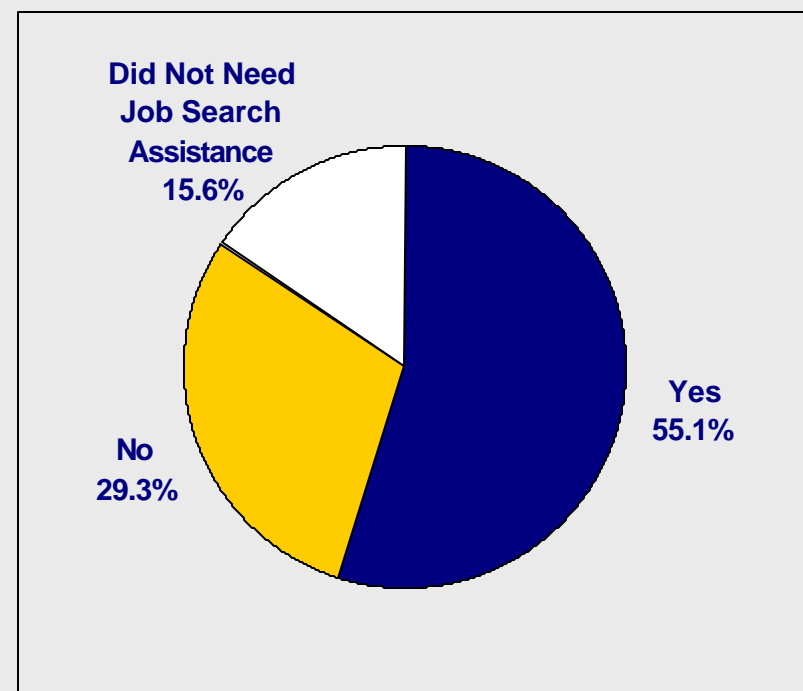
Valid n=1,795

Question 36:
Does your counselor fully address all your questions, concerns, or complaints?



Valid n=1,791

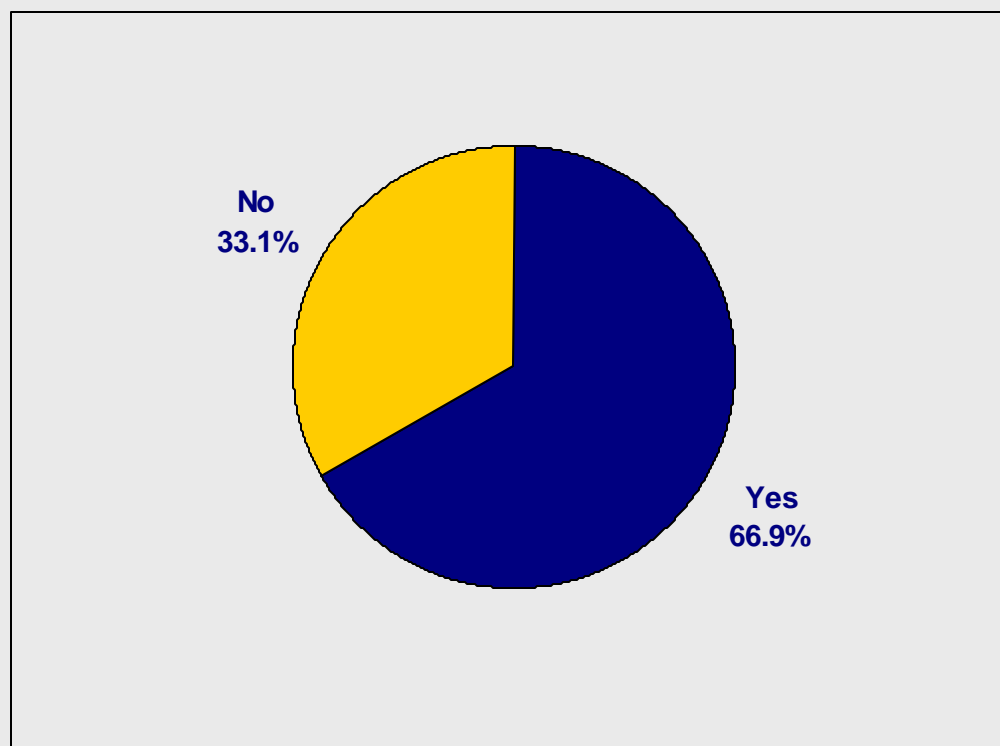
Question 37:
Did your counselor provide assistance throughout your job search?



Valid n=1,909

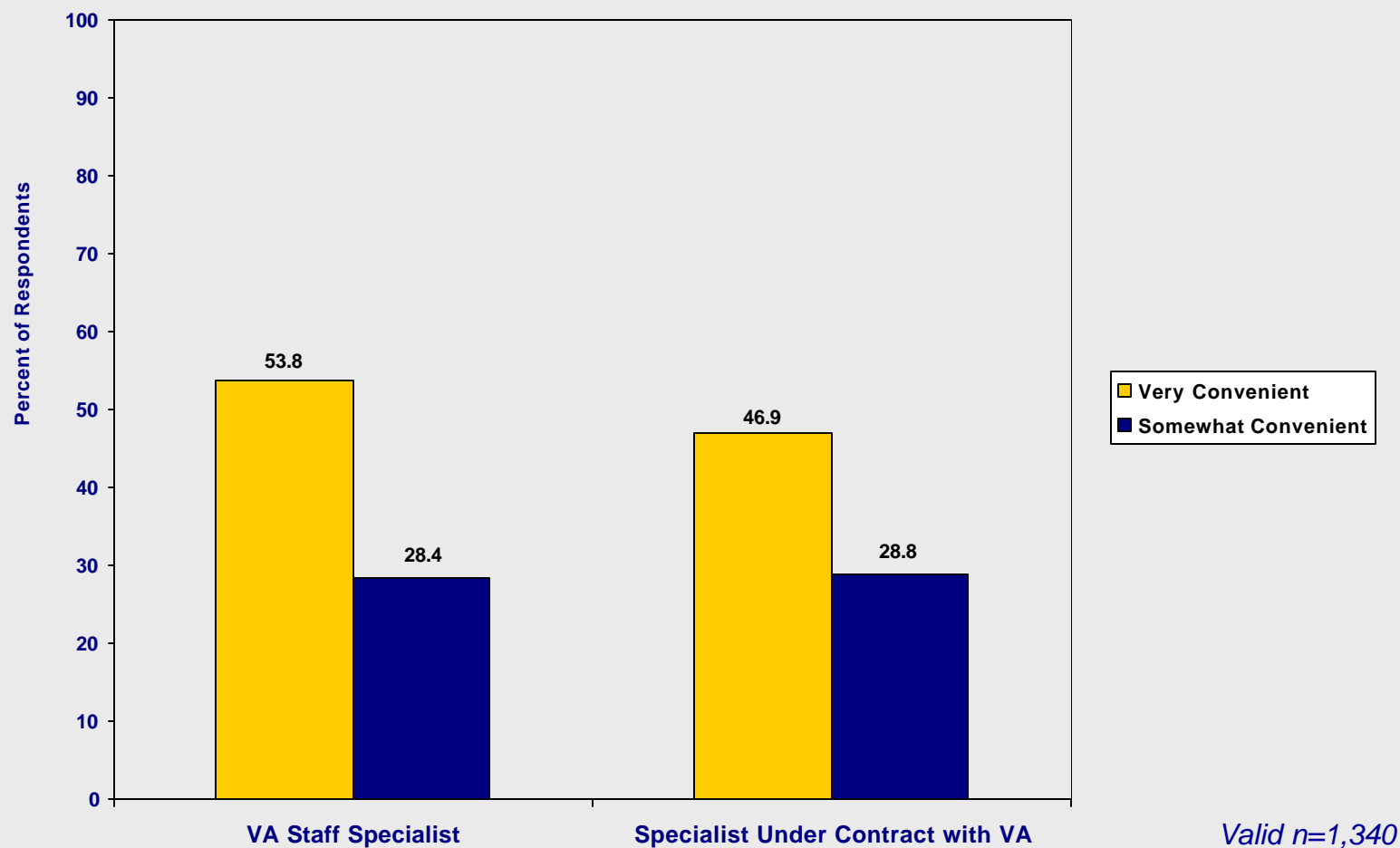
Question 38:

Did your counselor monitor your progress throughout your job search?



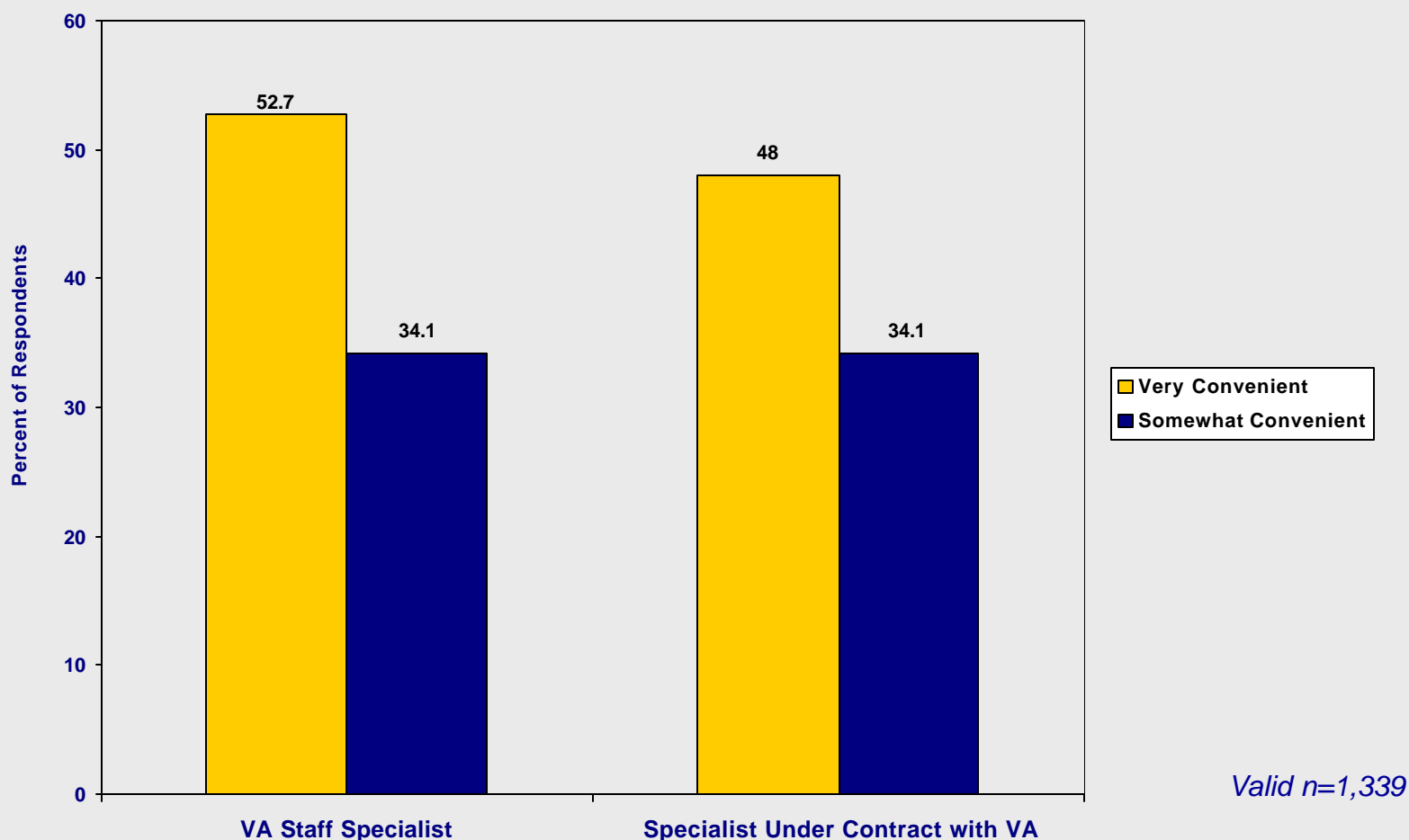
Valid n=1,883

Question 29 by Question 7:
Convenience of location for in-person meetings by type of counselor during this phase of program.



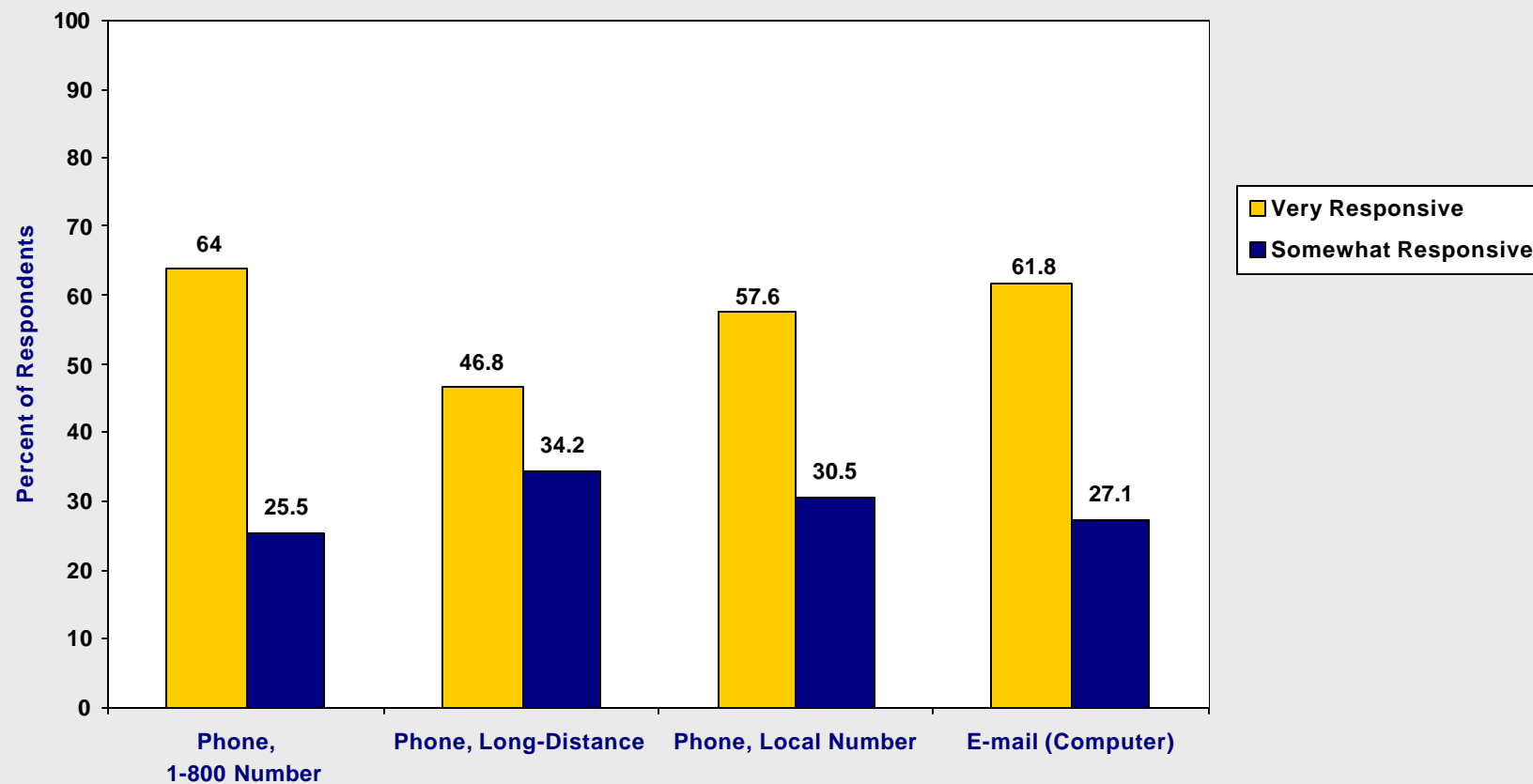
Question 30 by Question 7:

Convenience of time scheduled for in-person meetings by type of counselor during this phase of program.



Question 31 by Question 32:

Responsiveness of counselor by primary method of contact, aside from scheduled visits.

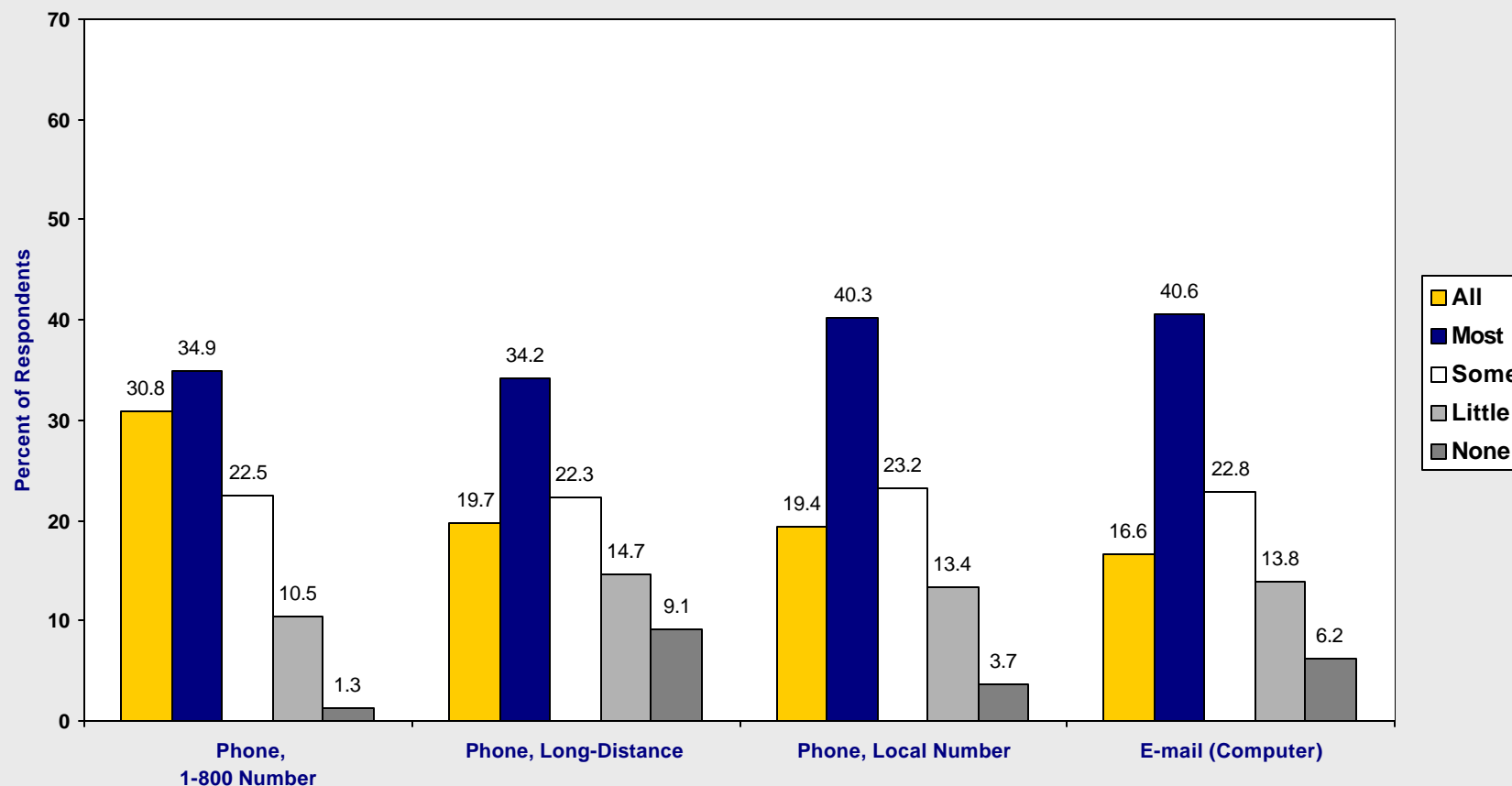


Note: The chart presents data on the 4 most frequently reported methods of contact, aside from scheduled visits.

Valid n=1,523

Question 31 by Question 33:

Amount of needed information obtained by primary method of contact, aside from scheduled visits.



Note: The chart presents data on the 4 most frequently reported sources of information, aside from scheduled visits.

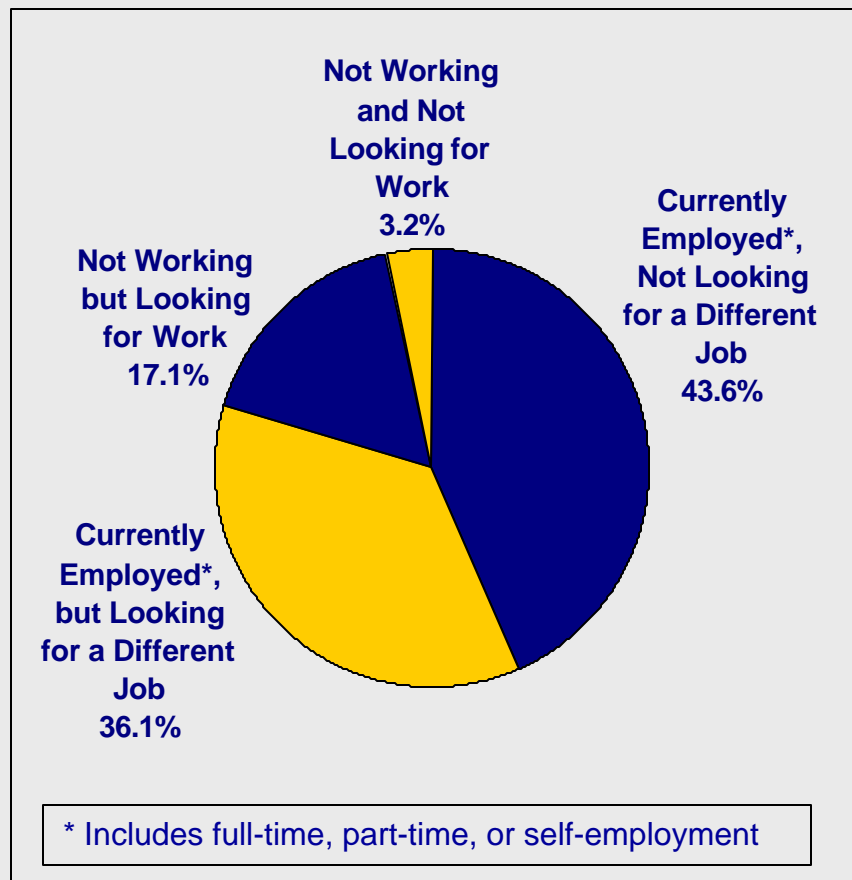
Valid n=1,520

Survey Findings: Current Employment Status

Current Employment Status

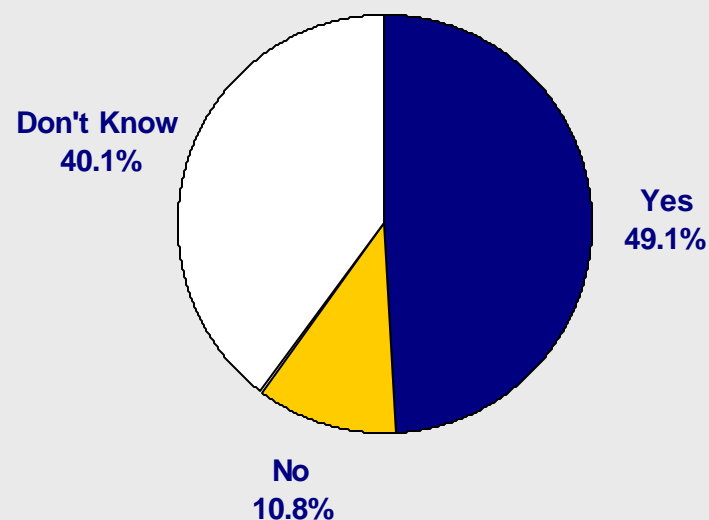
39

Question 39:
What is your current employment status?



Valid n=2,717

Question 40:
Has the VA's Vocational Rehabilitation Program determined that you are suitably employed?



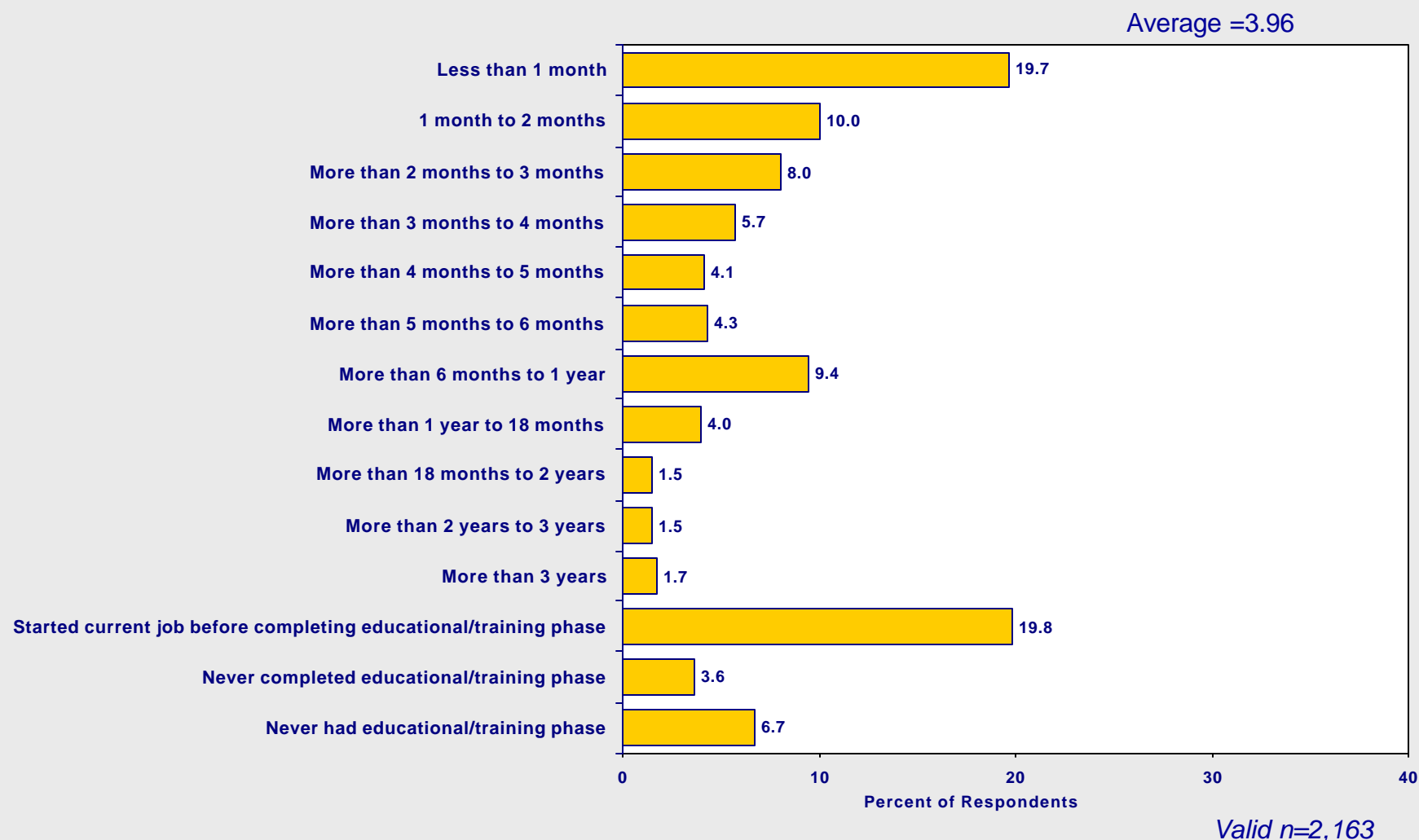
Valid n=2,181

Current Employment Status

40

Question 41:

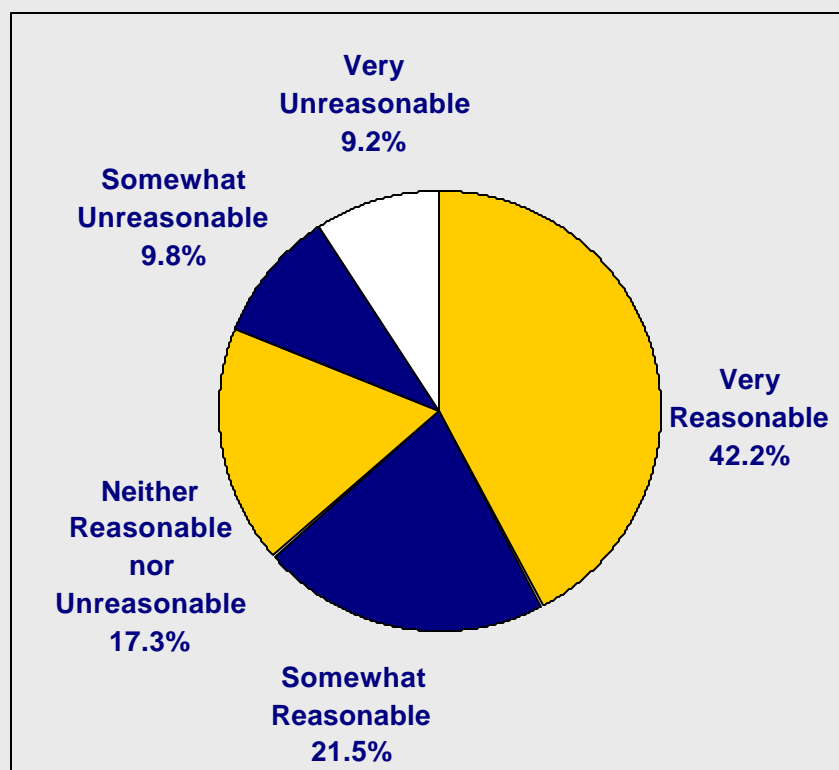
How long did it take from the time you completed the educational/training phase of your vocational rehabilitation program until you started your current job?



Current Employment Status

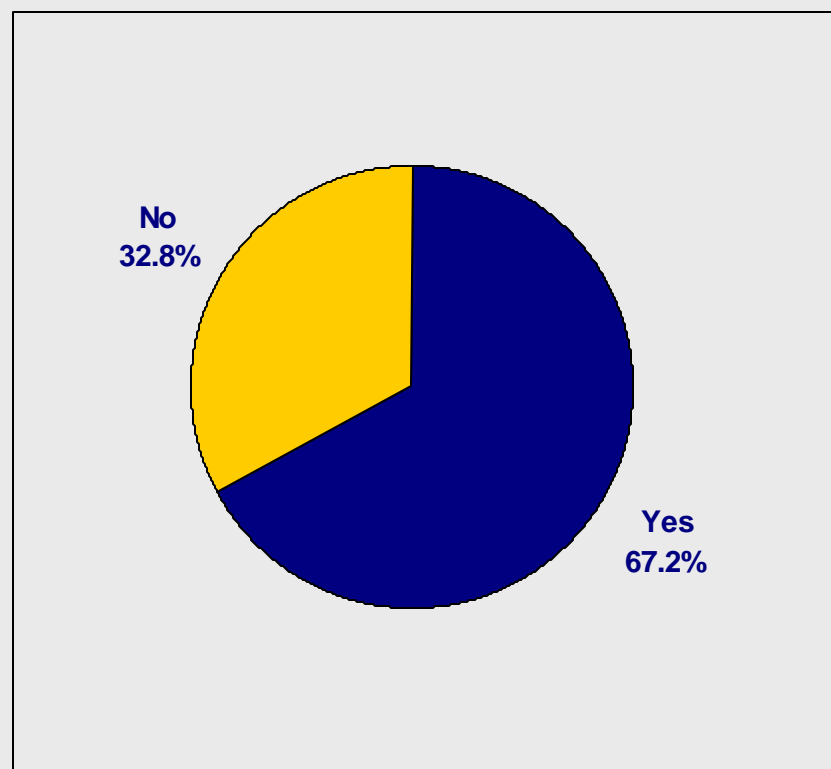
41

Question 42:
How REASONABLE was the length of time it took you to find a job?



Valid n=2,152

Question 43:
Does this job meet your rehabilitation needs?

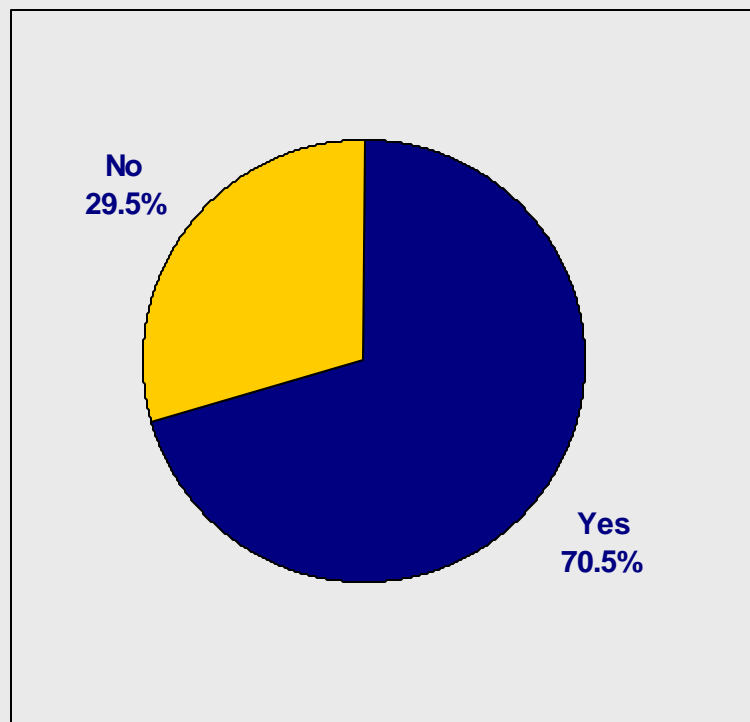


Valid n=2,165

Current Employment Status

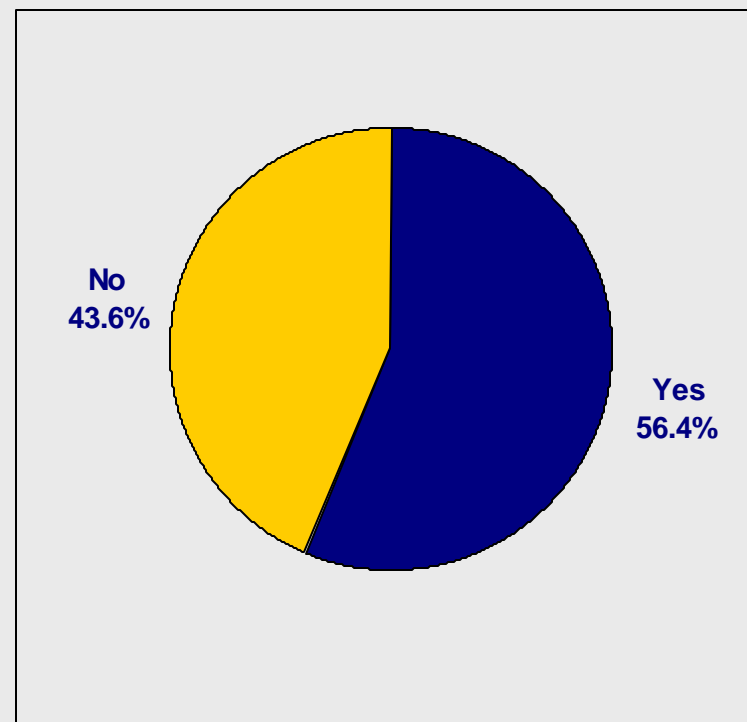
42

Question 44:
Does this job suit your skills and abilities?



Valid n=2,171

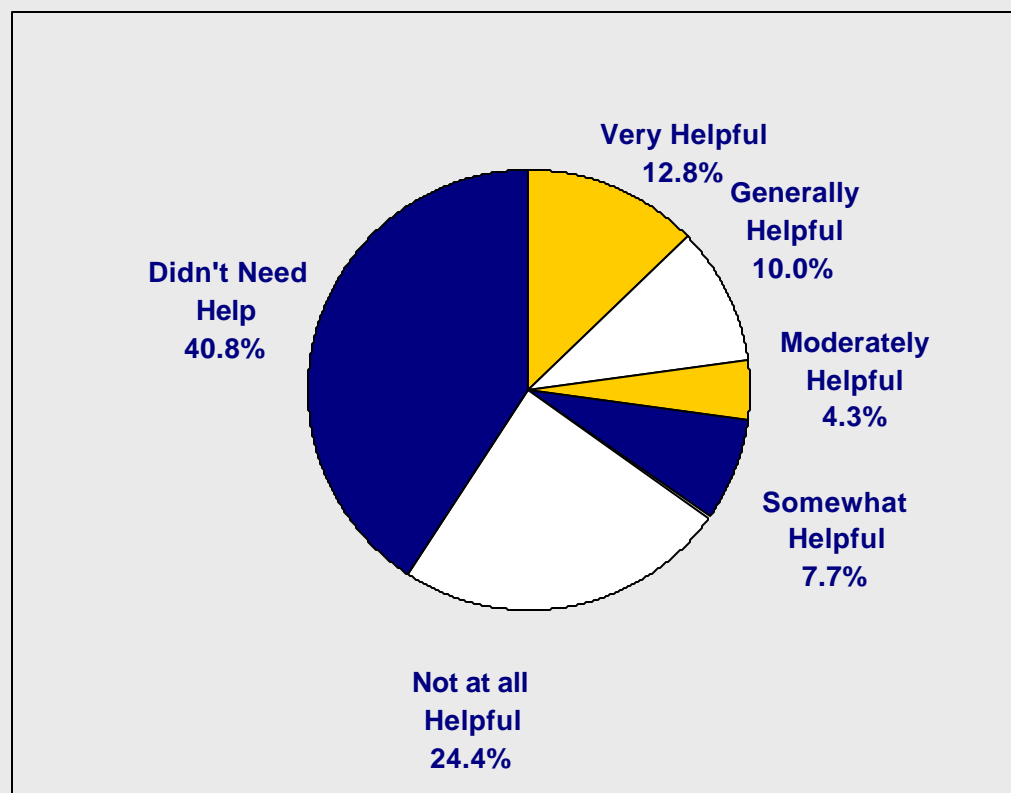
Question 45:
Does this job match the occupational/vocational goal you and your counselor selected during the planning phase of the program?



Valid n=2,158

Question 46:

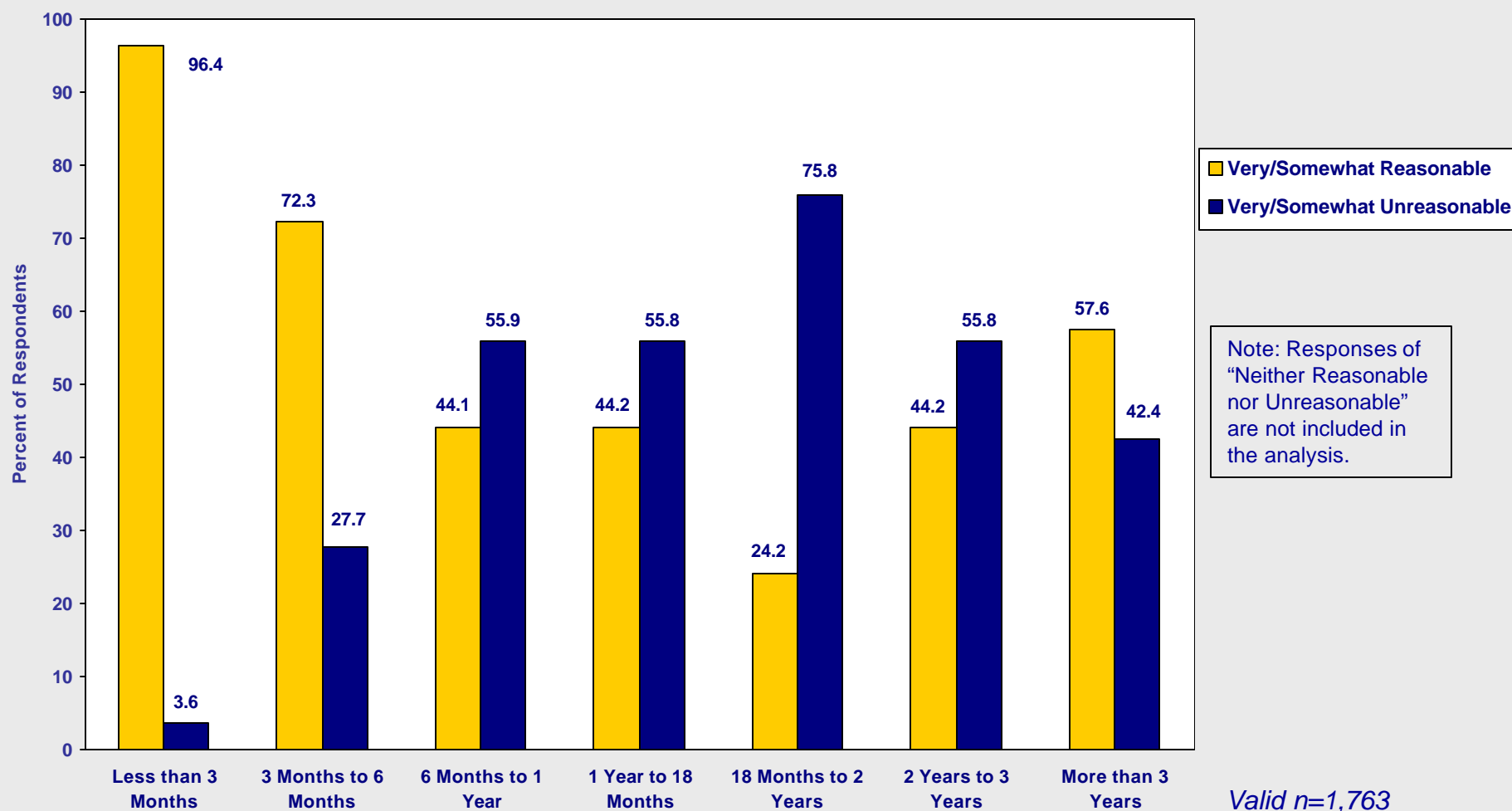
How helpful was your employment specialist/counselor in helping you find your current job?



Valid n=2,166

Question 41 by Question 42:

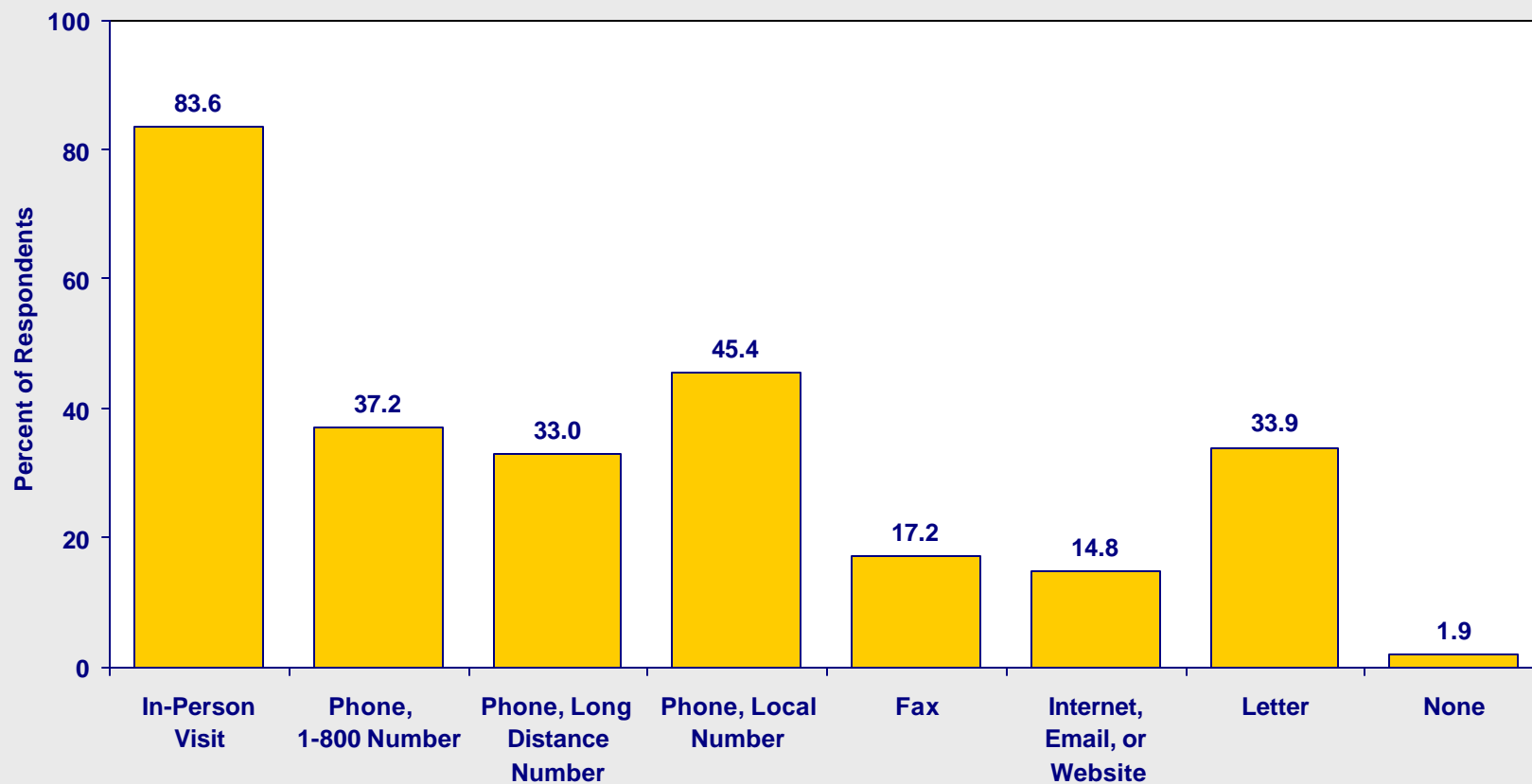
Reasonableness of time to find job by time between completion of education training phase of program until current job started.



Survey Findings:
Access to the VR&C Program

Question 47:

Looking back to your contacts with the VR&C program thus far, which methods of contact did you EVER use?

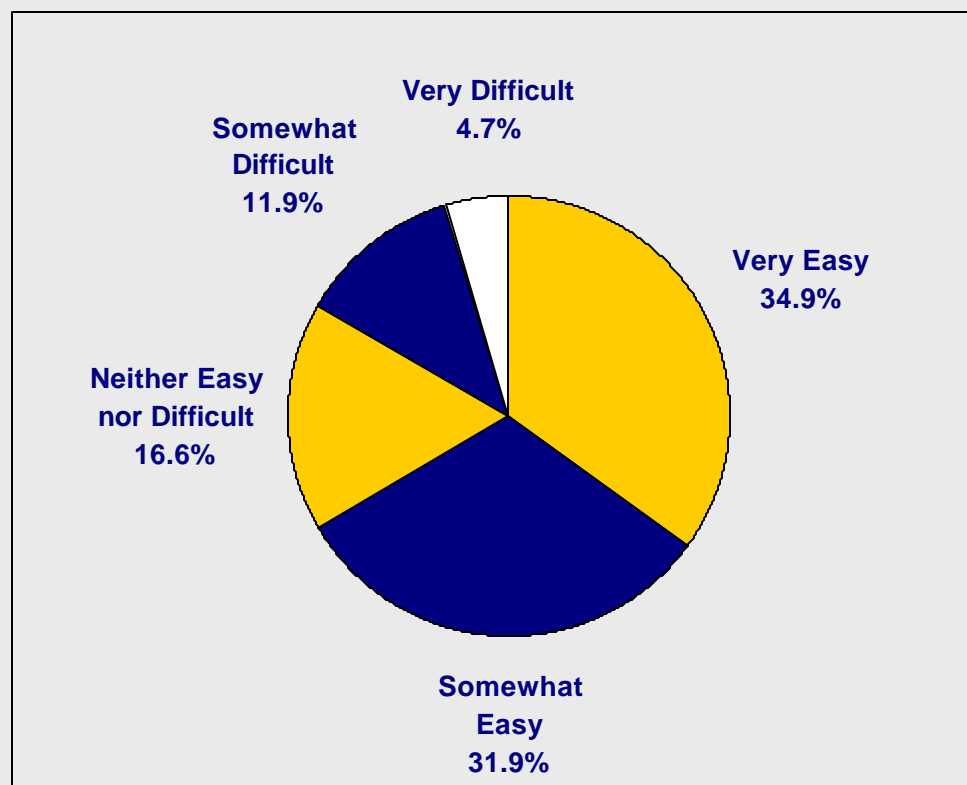


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=2,722

Question 48:

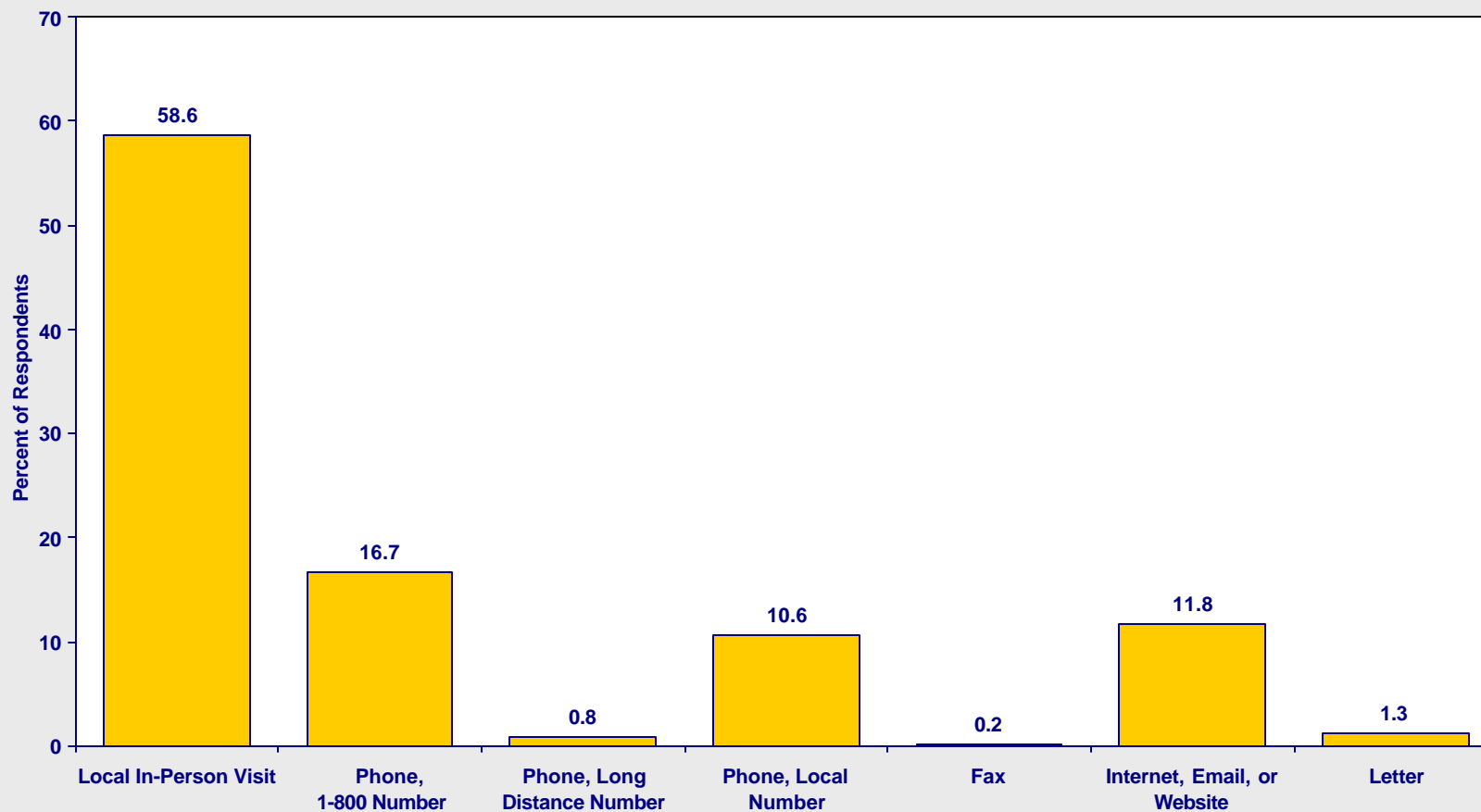
In general, how easy was it for you to obtain information from the VR&C program?



Valid n=2,718

Question 49:

Which method of contact with the VR&C program would you prefer if you could get the same degree of service?



Valid n=2,416

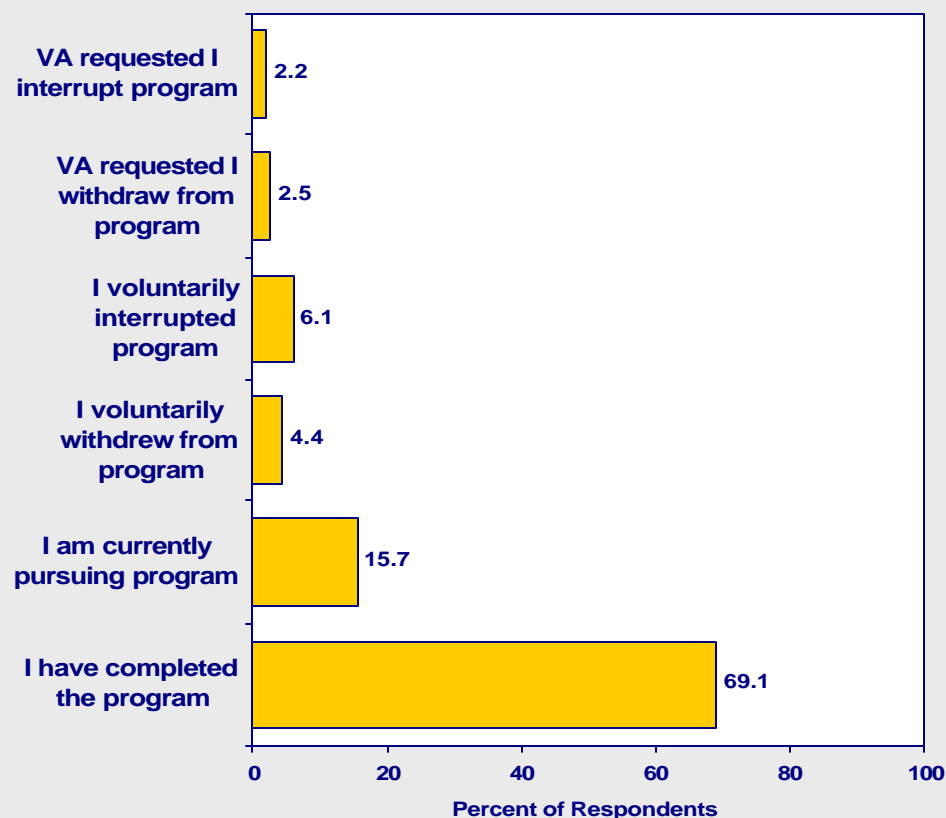
Survey Findings:
Current Status in the VR&C Program

Current Status in the VR&C Program

50

Question 50:

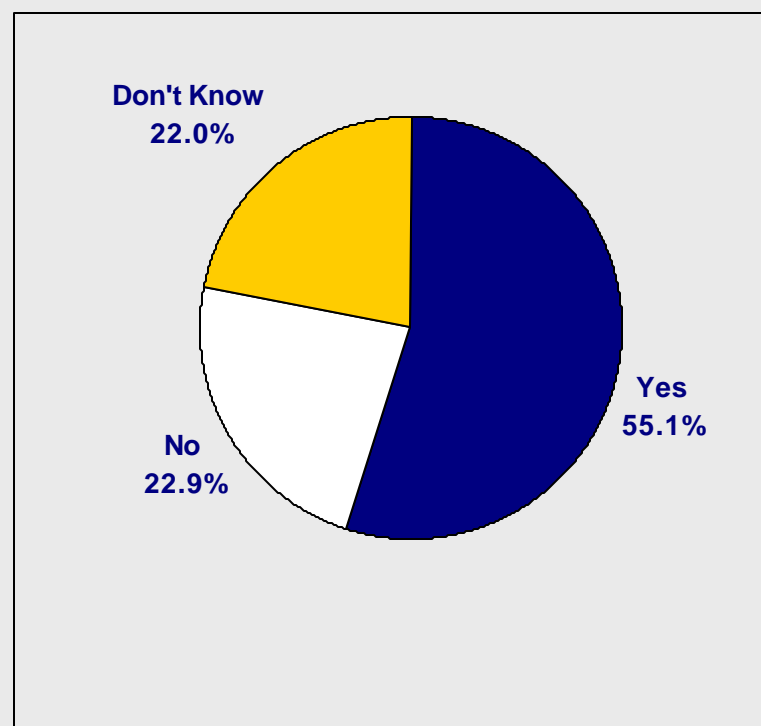
How would you best describe your **CURRENT** status with regard to the VA VR&C program?



Valid n=2,642

Question 51:

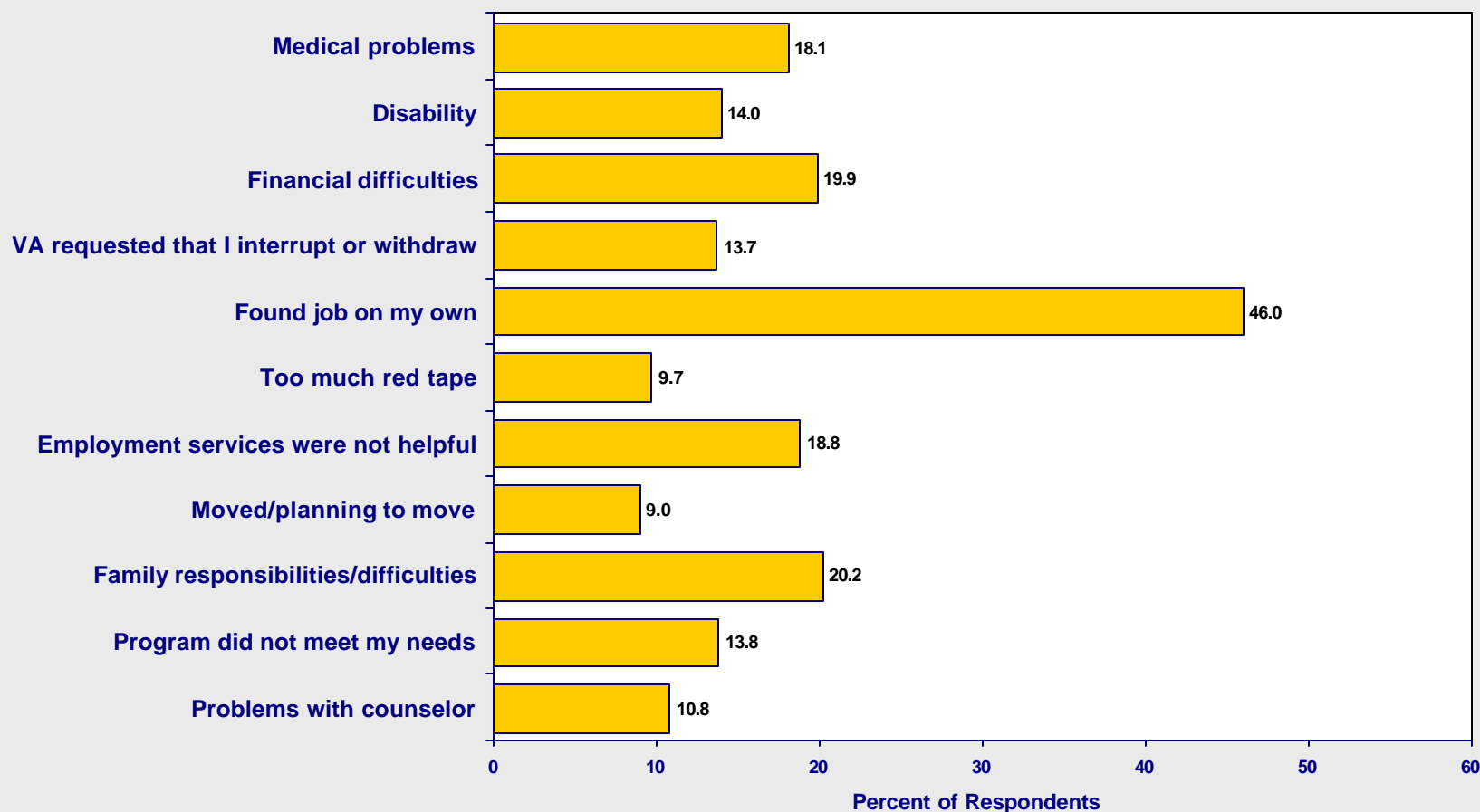
Did VA tell you the reasons why you were interrupted or withdrawn from the VR&C employment services program?



Valid n=150

Question 52:

Why did you interrupt or withdraw from the VR&C employment services program?

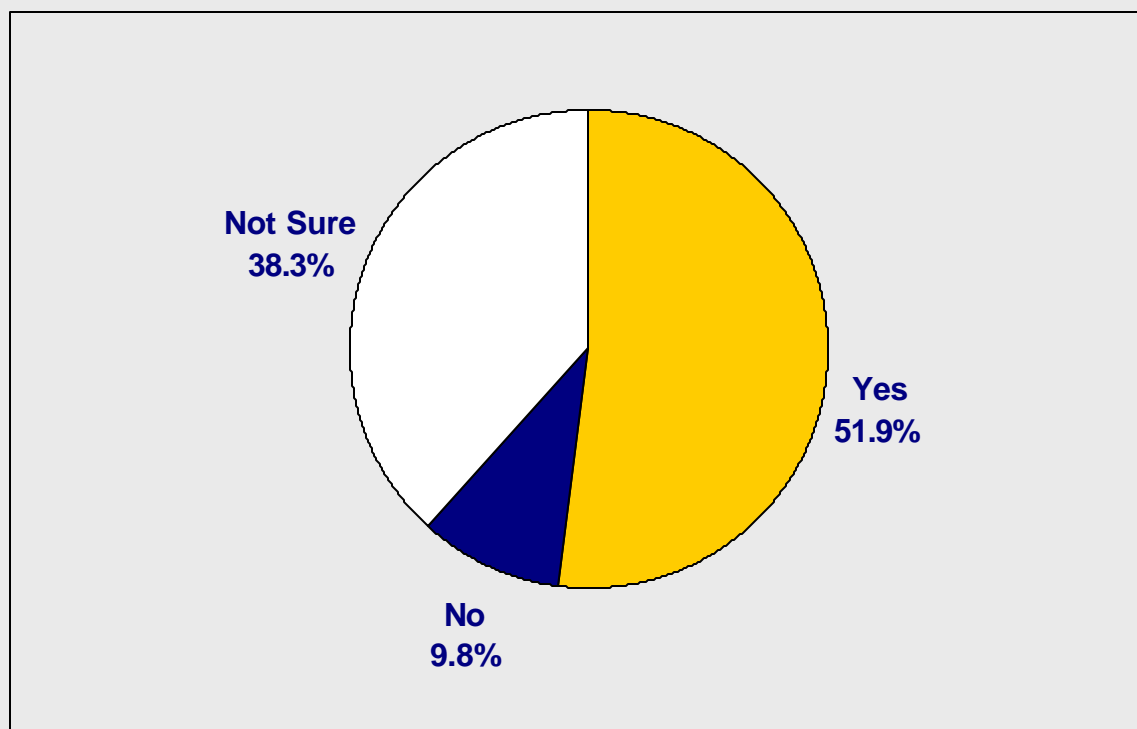


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=420

Question 53:

Do you plan to complete your rehabilitation program now or at a later date?

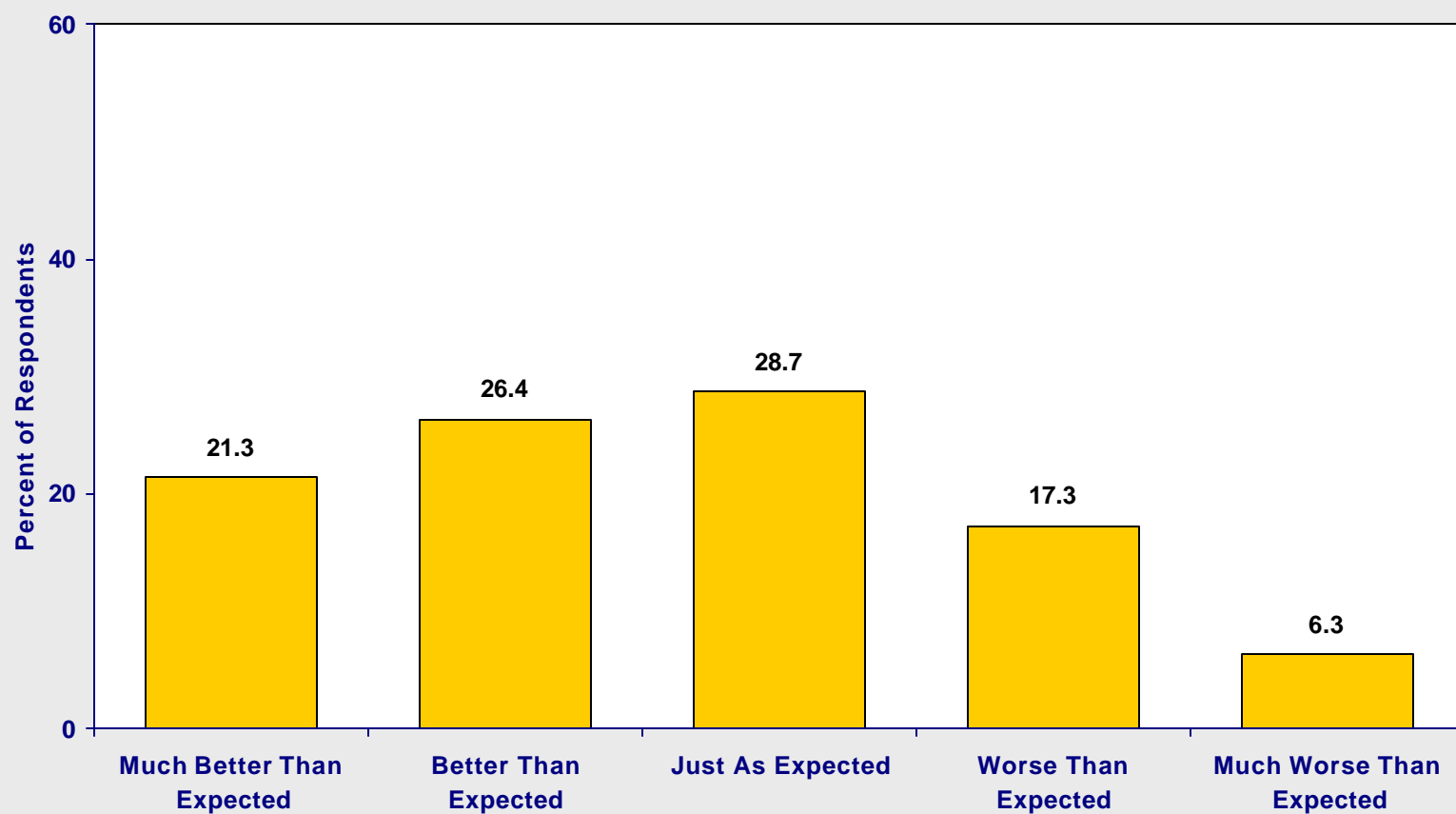


Valid n=432

Overall Program Impressions

Question 54:

Thus far, how well has the VA's VR&C program met your expectations?

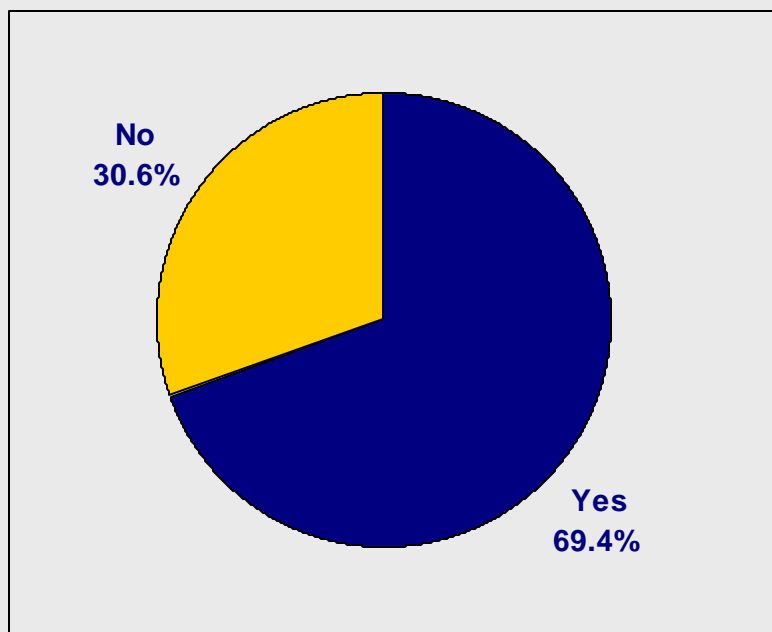


Valid n=2,691

Overall Program Impressions

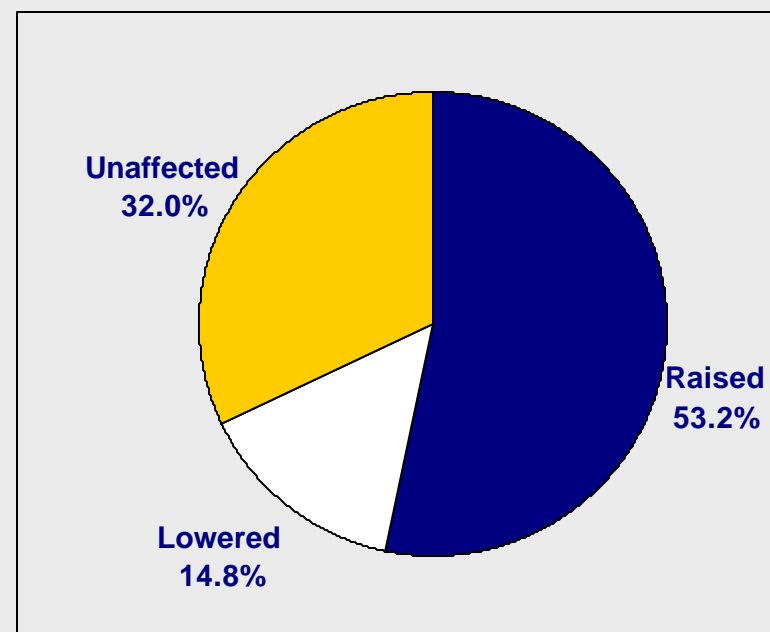
55

Question 55:
Overall, did the VR&C program meet your rehabilitation needs?



Valid n=2,680

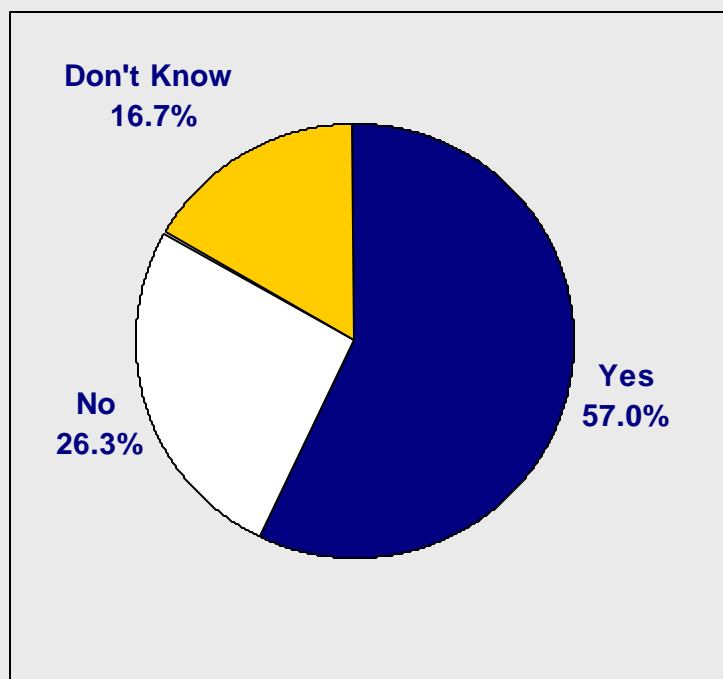
Question 56:
Have your CAREER goals been raised, lowered, or unaffected as a result of your interaction with the VR&C program?



Valid n=2,697

Question 57:

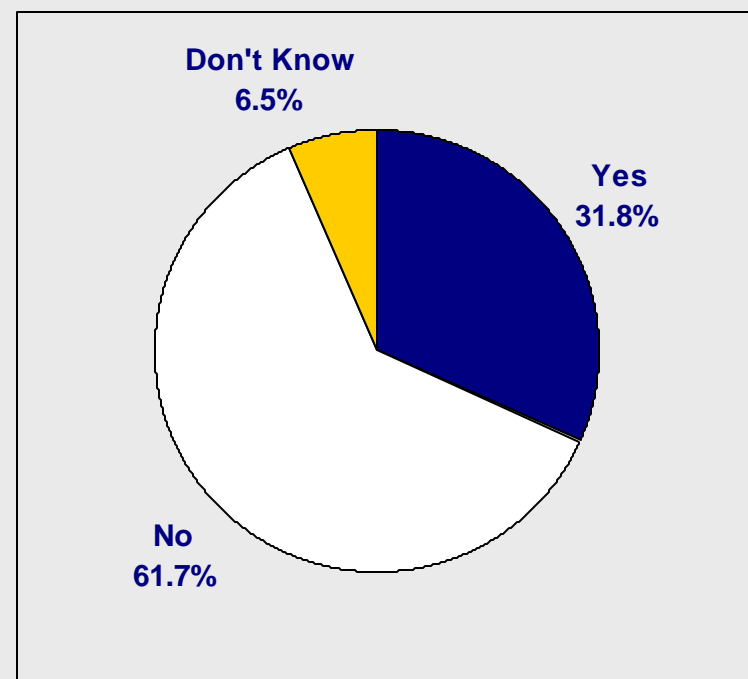
Are your career goals more realistic as a result of the program?



Valid n=2,714

Question 58:

At this time, would you say that your career goals have been met?



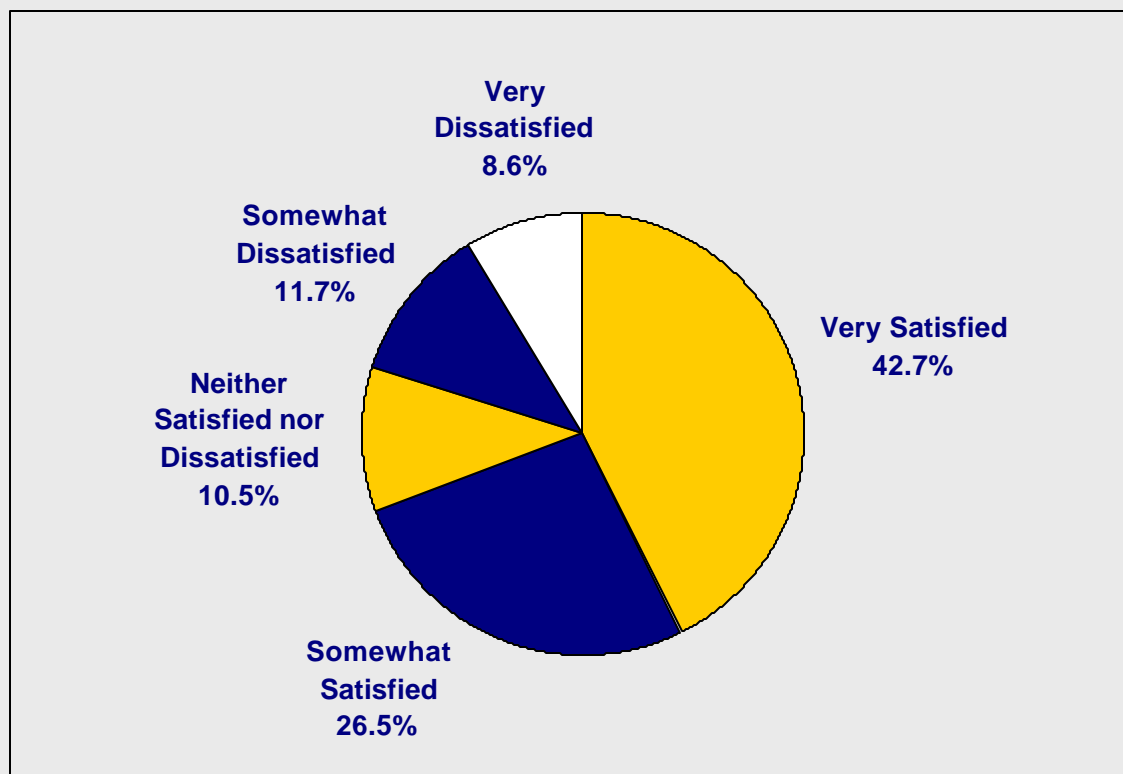
Valid n=2,721

Overall Program Impressions

57

Question 59:

Overall, how satisfied are you with VA's VR&C program?



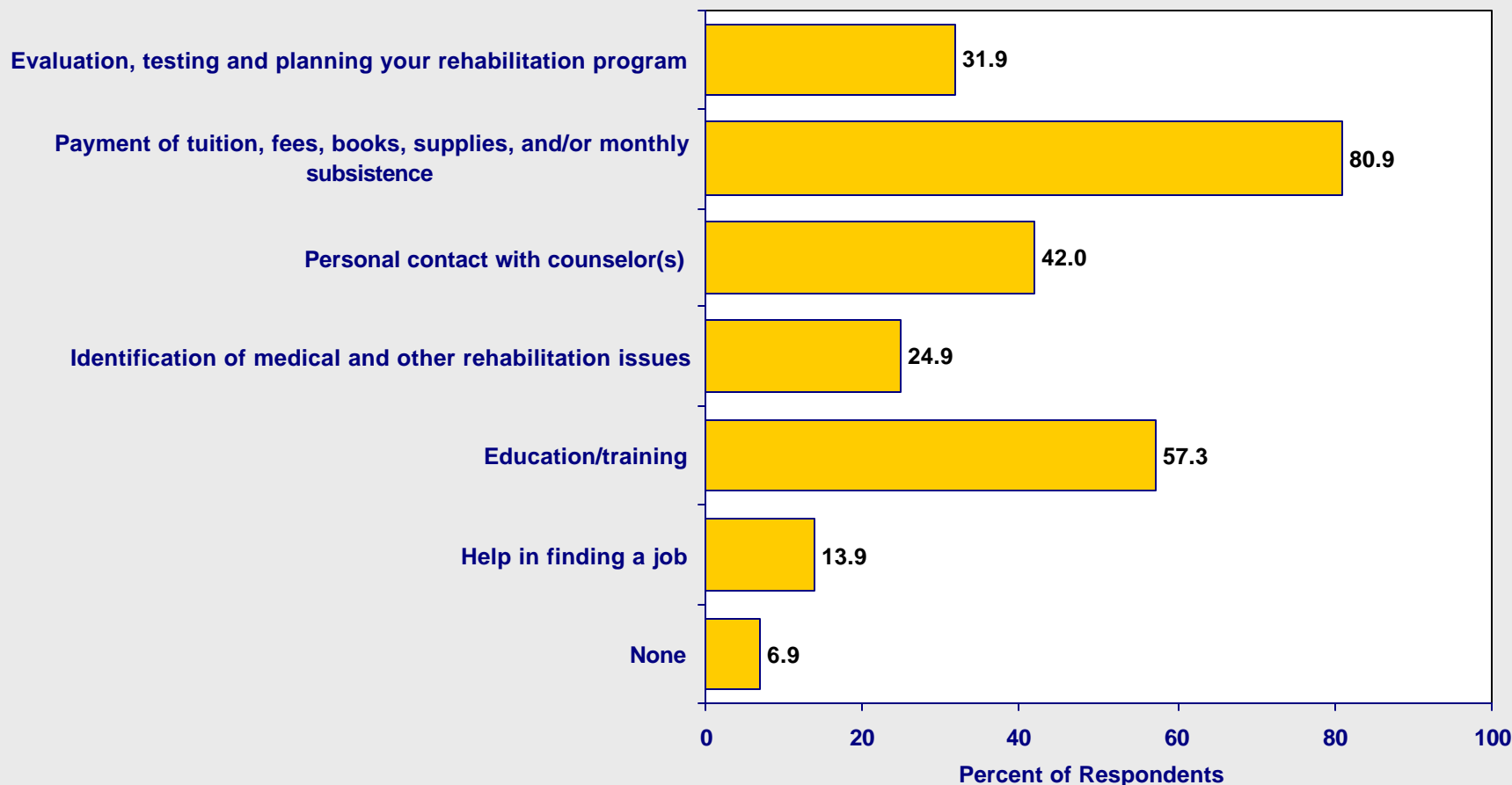
Valid n=2,713

Overall Program Impressions

58

Question 60:

Which of the following VR&C services were the most helpful?



Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

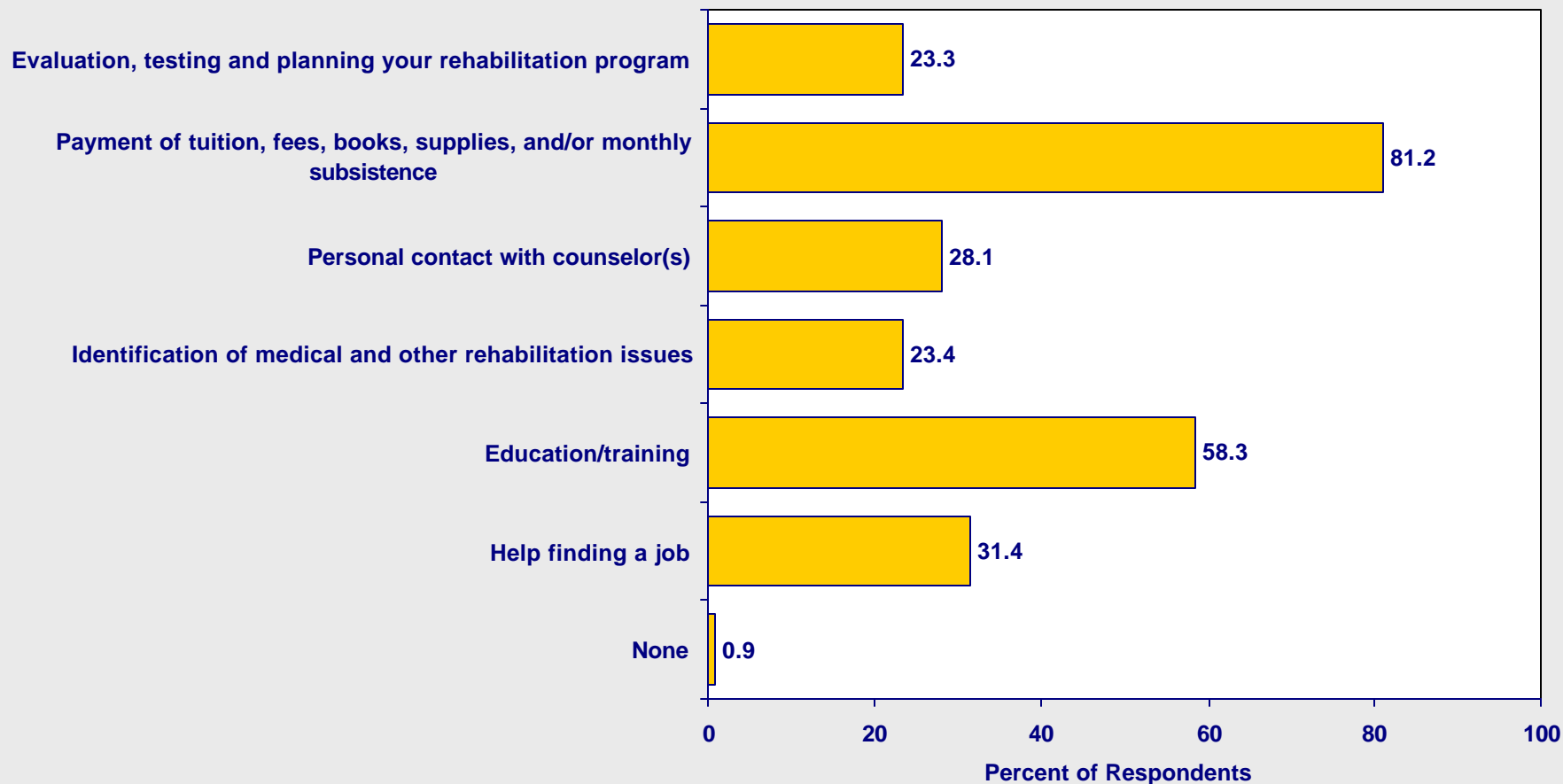
Valid n=2,724

Overall Program Impressions

59

Question 61:

Which of the following VR&C services did you need the most?

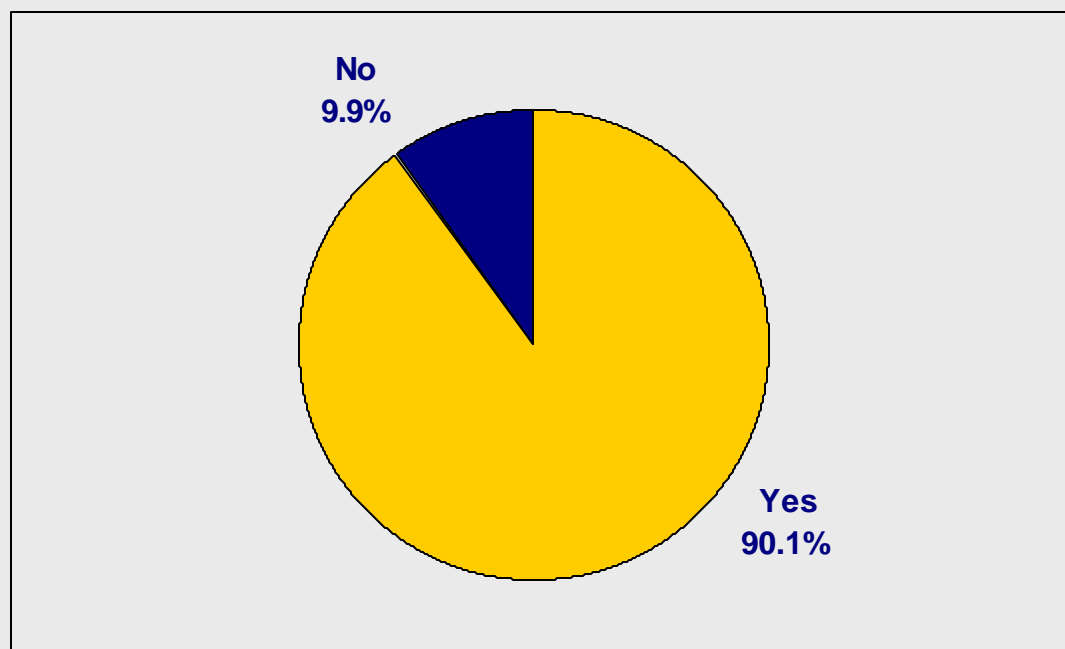


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=2,724

Question 62:

Would you recommend this program to other disabled veterans?



Valid n=2,696

UNDERSTANDING QUADRANT ANALYSIS

Quadrant analysis is a useful tool for determining which individual performance areas need improvement in order to raise the overall quality of service. The analysis involves determining the importance of individual performance areas (how meaningful an area is to the veteran) and VA's performance in each area. Generally, items with high importance but relatively low performance are those which deserve immediate attention.

Each of the variables represented in the Quadrant Analysis graph are plotted on the basis of:

- 1) **Importance:** a variable's correlation with the overall satisfaction with the program area
- 2) **Performance:** a variable's top-box percent (the percent of people who answered positively to the question).

Variable correlations with the overall satisfaction with the program area are used to determine the degree to which variables are related to overall satisfaction. Zero indicates no correlation, and 1 indicates perfect correlation. The closer a variable's correlation (Importance) is to 1, the stronger the variable's relationship is with the overall satisfaction with the program area. Variables that have stronger correlations are considered to have higher importance.

Top-box percents represent how well VA is performing within a given area (for example, the percent who indicated that the length of time it took VA to determine entitlement to VR&C services was somewhat or very reasonable).

The quadrant analysis graph is divided into four quadrants (sections) based on the following combinations of the plotted location of a variable:

Quadrant I: Critical Improvement Areas (high importance, low performance)

Quadrant II: Maintain Relationship Building Variables (high importance, high performance)

Quadrant III: Lower Return on High Performance (low importance, high performance)

Quadrant IV: Lower Return on Investment (low importance, low performance)

The horizontal lines in the plots represent importance and are placed at .50, which indicates relatively high correlation, and thus, relatively high importance. The vertical lines represent performance and are placed at 75 percent. The quadrant lines can be moved up or down, left or right, to include more or fewer variables in each quadrant.

QUADRANT ANALYSIS

Quadrant Questions

Background Information

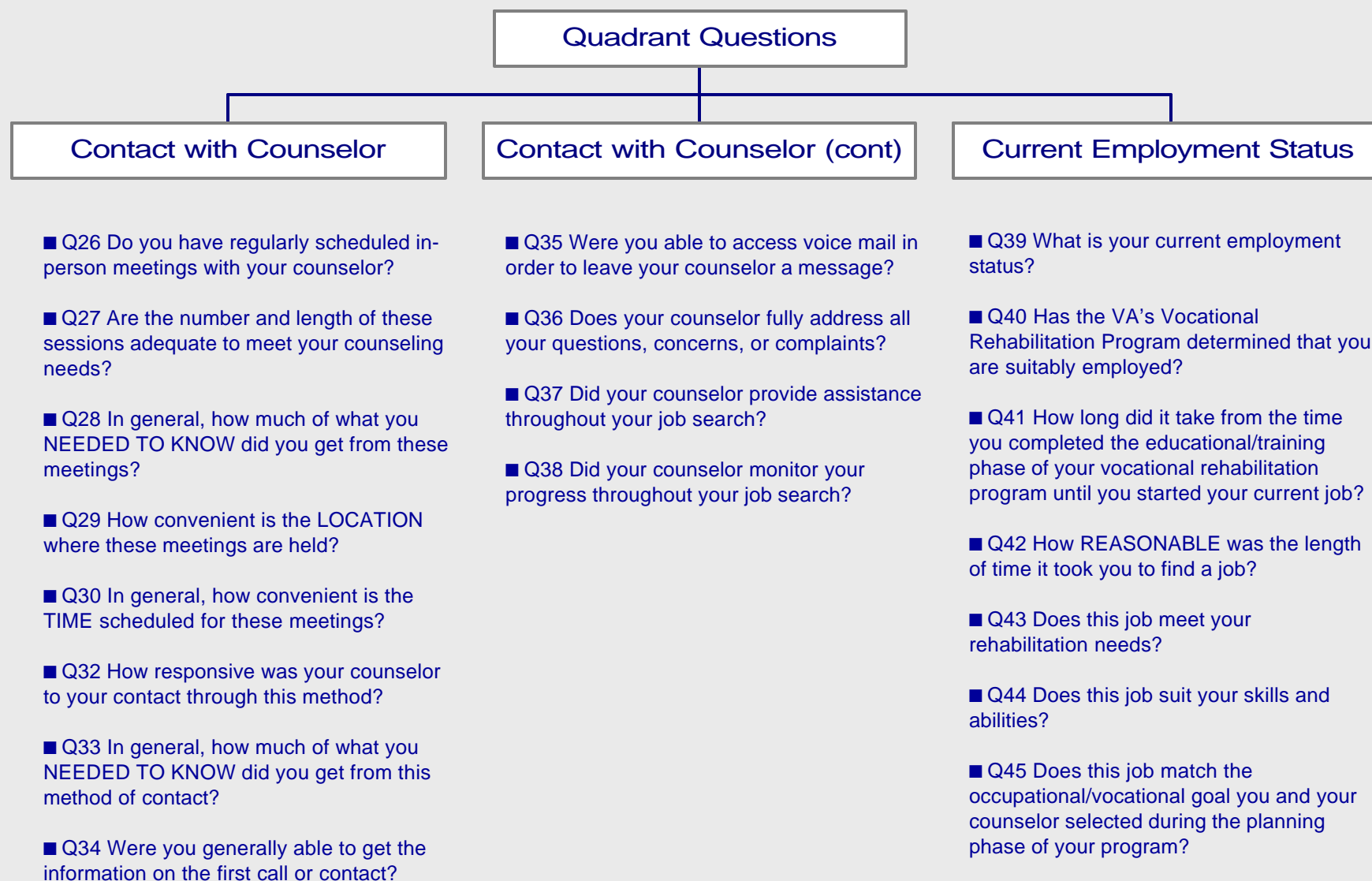
- Q1 Did your vocational rehabilitation program include an education/training phase?
- Q2 What type of education/training was this?
- Q5 How satisfied are you with the occupational/vocational goal you and your counselor selected during the planning phase of your program?
- Q6 Did (do) you have an employment services specialist or counselor assigned to you during the employment services (job search) phase of your program?
- Q7 Who is (was) your primary specialist or counselor assigned during your job search?

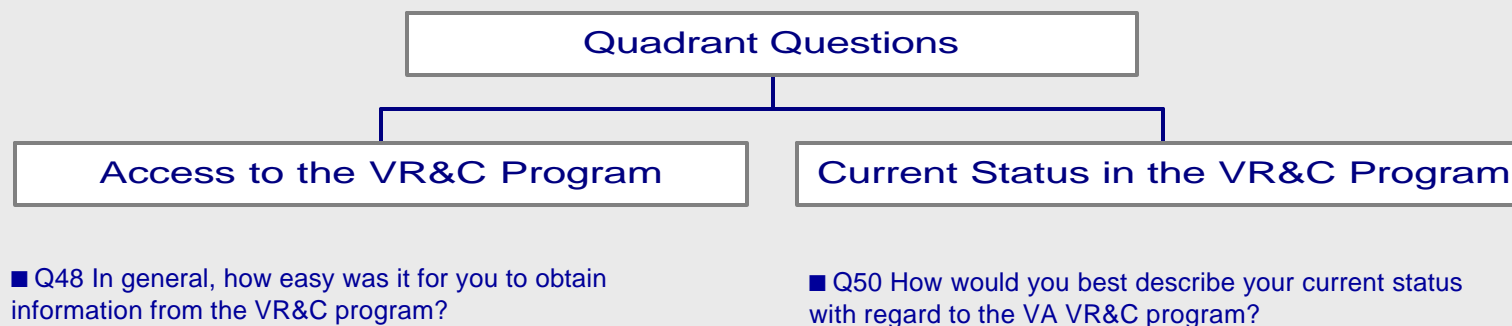
Knowledge and Use of Services

- Q9 How completely did your counselor explain the benefits and services available to you during the employment services phase of your program?
- Q10 Have you and your counselor developed a plan (Individualized Employment Assistance Plan) to guide you in your job search?
- Q14 Your counselor gives you good information and advice.
- Q15 Your counselor is knowledgeable regarding job search methods and techniques.
- Q16 Your counselor is knowledgeable regarding employment markets.
- Q17 Your counselor has provided assistance according to your individual needs.
- Q18 Your counselor understands your vocational goals.

Knowledge and Use of Services (cont)

- Q19 Your counselor shows a caring and compassionate attitude toward you.
- Q20 Your counselor listens to your needs and concerns.
- Q21 Your counselor has a communication style that is easy to understand.
- Q22 Your counselor is flexible.
- Q23 Your counselor is resourceful.
- Q24 Your counselor is available when needed.
- Q25 Your counselor is concerned about the quality of your job placement.





QUADRANT SCORES

Importance and satisfaction scores for training and education questions, ranked by importance.

(Based on Overall Satisfaction scores of Respondents, Question 59*)

Question	Importance Score	Satisfaction Score
5	0.68	74.9%
17	0.64	60.6%
48	0.64	66.8%
14	0.63	69.4%
25	0.63	59.2%
23	0.60	59.8%
36	0.60	85.2%
18	0.59	67.8%
19	0.58	71.2%
20	0.58	72.6%
33	0.58	60.6%
22	0.57	66.1%
28	0.57	63.2%
9	0.56	70.7%
15	0.56	65.5%
24	0.55	61.4%
16	0.54	57.1%
21	0.53	74.4%
27	0.52	79.4%
32	0.52	86.6%
42	0.52	63.7%
43	0.50	67.2%

N/A on the importance score indicates that there was no variation in responses to the question among respondents who answered Q59, due to a small number of cases.
N/A on the satisfaction score indicates that the question does not measure VA performance.

* Question 59: Overall, how satisfied are you with VA's VR&C program?

QUADRANT SCORES

Importance and satisfaction scores (continued)

Question	Importance Score	Satisfaction Score
37	0.49	82.3%
45	0.49	56.4%
34	0.45	66.6%
44	0.45	70.5%
40	0.44	N/A
30	0.39	84.1%
39	0.39	N/A
10	0.37	N/A
38	0.37	66.9%
35	0.36	N/A
50	0.35	N/A
29	0.34	78.5%
41	0.32	N/A
1	0.30	N/A
26	0.19	N/A
7	0.15	N/A
2	0.08	N/A
6	0.01	N/A

N/A on the importance score indicates that there was no variation in responses to the question among respondents who answered Q59, due to a small number of cases.

N/A on the satisfaction score indicates that the question does not measure VA performance.

QUADRANTS I AND II

The information below highlights the questions from the Quadrant Analysis which fell into Quadrant I or Quadrant II. *

QUADRANT I: Critical Improvement Areas

- Q5 How satisfied are you with the occupational/vocational goal you and your counselor selected during the planning phase of your program?
- Q9 How completely did your counselor explain the benefits and services available to you during the employment services phase of your program?
- Q14 Your counselor gives you good information and advice.
- Q15 Your counselor is knowledgeable regarding job search methods and techniques.
- Q16 Your counselor is knowledgeable regarding employment markets.
- Q17 Your counselor has provided assistance according to your individual needs.
- Q18 Your counselor understands your vocational goals.
- Q19 Your counselor shows a caring and compassionate attitude toward you.
- Q20 Your counselor listens to your needs and concerns.
- Q21 Your counselor has a communication style that is easy to understand.

* Questions that fell on the exact cutoff between quadrants are not listed.

QUADRANTS I AND II (continued)

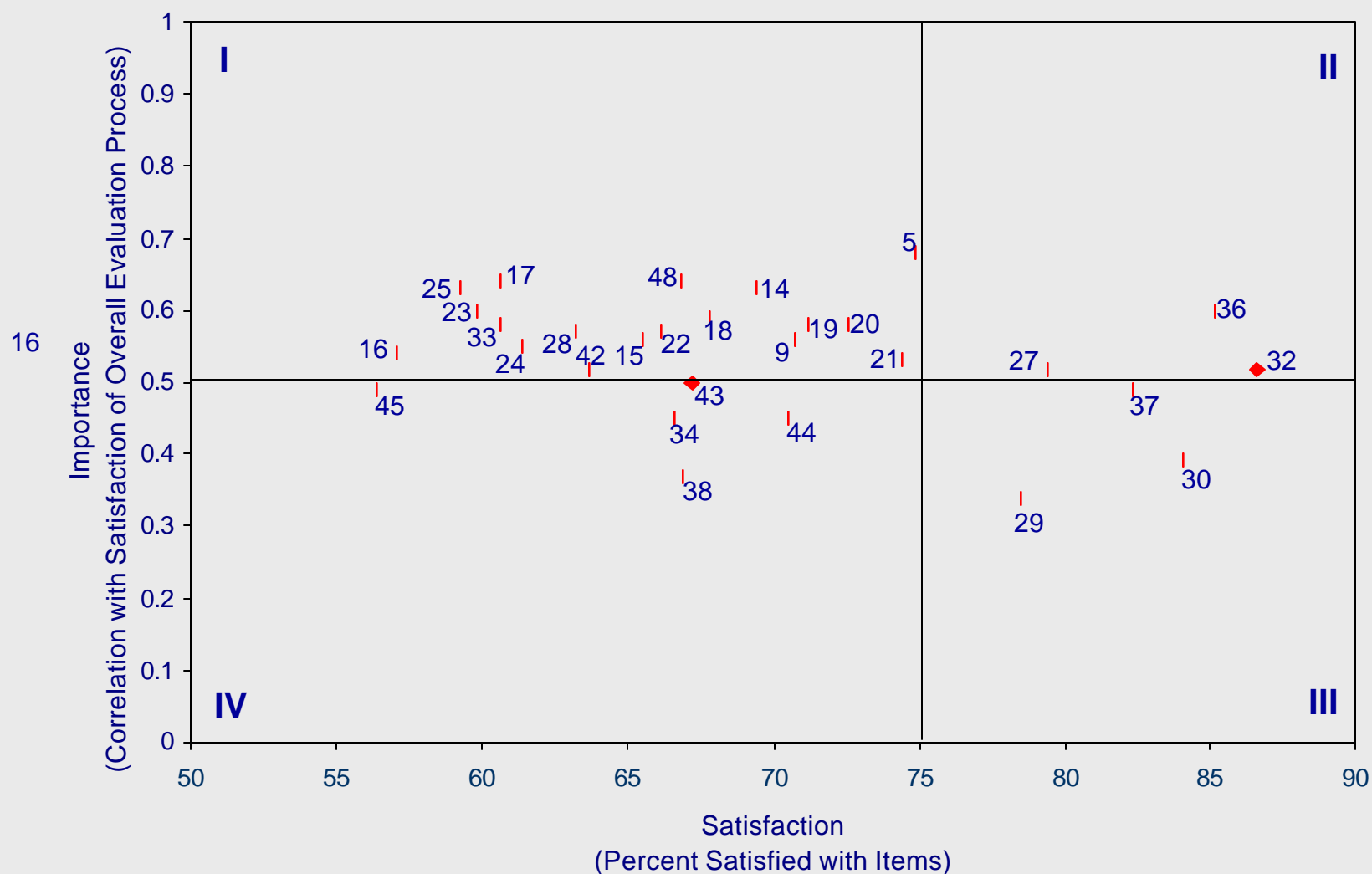
QUADRANT I: Critical Improvement Areas (continued)

- Q22 Your counselor is flexible.
- Q23 Your counselor is resourceful.
- Q24 Your counselor is available when needed.
- Q25 Your counselor is concerned about the quality of your job placement.
- Q28 In general, how much of what you NEEDED TO KNOW did you get from these meetings?
- Q33 In general, how much of what you NEEDED TO KNOW did you get from this method of contact?
- Q42 How REASONABLE was the length of time it took you to find a job?
- Q48 In general, how easy was it for you to obtain information from the VR&C program?

QUADRANT II: Maintain Relationship Building Variables

- Q27 Are the number and length of these sessions adequate to meet your counseling needs?
- Q32 How responsive was your counselor to your contact through this method?
- Q36 Does your counselor fully address all your questions, concerns, or complaints

QUADRANT ANALYSIS



Appendix B: Methodology

Mailing Protocol

- The survey mailing protocol consisted of five mailings to veterans randomly selected into the survey sample. These five mailings included: 1) a prenotification letter informing selected participants that they should expect to receive a mailed survey questionnaire; 2) the questionnaire, including a cover letter and standard return envelope; 3) a reminder/thank-you postcard; 4) a second questionnaire mailed to those who had not yet responded as of December 20, 1999, along with a cover letter and standard return envelope; 5) a second reminder/thank-you postcard. Examples of these materials appear in Appendix B.
- All mailing materials were sent bearing the VBA seal, and the cover and prenotification letters included a signature from Joseph Thompson, VBA Under Secretary for Benefits. Each questionnaire mailout contained the cover letter on VBA letterhead, a questionnaire, and a pre-posted envelope. Toll-free numbers for both Caliber Associates and VBA were included on the cover letters to assist respondents with questions regarding the survey.
- The mailings took place on the dates indicated in the table below.

Mail Survey Schedule	
Prenotification Letter	November 22, 1999
First Questionnaire	November 29, 1999
First Reminder Postcard	December 6, 1999
Second Questionnaire	December 30, 1999
Second Reminder Postcard	January 12, 2000
Fieldwork Completed	February 7, 2000

Mailing Protocol (continued)

- The distribution of mail-outs overall (nationally) and by SDN is presented in the table below.

Mailouts	
Service Delivery Network	Employment Services Phase (ES)
SDN #1	500
SDN #2	525
SDN #3	525
SDN #4	500
SDN #5	525
SDN #6	575
SDN #7	575
SDN #8	600
SDN #9	625
Overall: National	4950

Response Rates

- The Employment Services survey was expected to yield approximately 2,970 completed questionnaires across the nine VBA Service Delivery Networks, resulting in a 60% response rate.
- The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires. Generally, a response rate of 70 percent or more is considered excellent, 60 to 69 percent is considered very good, 50 to 59 percent is considered good, 40 to 49 percent is considered fair, and any response rate less than 40 percent is considered poor. Without further information, data derived from a survey with a response rate of less than 50 percent should be interpreted with caution.
- Eligible questionnaires are those which were returned completed, those which were not returned, or those which were returned blank or incomplete.
- Ineligible questionnaires are those which were returned undeliverable or those which were returned with an indication that the recipient was deceased or unable to complete the questionnaire.

Response Rates (continued)

- The overall (national) response rate, and response rates by SDN are presented in the table below.

Response Rates	
Service Delivery Network	Employment Services Phase (ES)
SDN #1	60.9%
SDN #2	55.5%
SDN #3	64.2%
SDN #4	68.0%
SDN #5	63.3%
SDN #6	63.3%
SDN #7	61.5%
SDN #8	66.8%
SDN #9	64.2%
Overall: National	63.1%